Richard T. Ellis
Director – Federal Affairs

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July 11, 2002

Ex Parte

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th H Street, SW, Portals
Washington, DC 20554

> Re: *Joint Application by Verizon for Authorization To Provide In-Region, InterLATA Services in States of Delaware and New Hampshire,* Docket No. 02-157

Dear Ms. Dortch:

On July 2, 2002, Verizon filed 1) final Delaware Carrier-to-Carrier Guidelines and 2) final Delaware Performance Assurance Plan with the Delaware Public Service Commissioner. Per the request of the Wireline Competition Bureau Staff, Verizon is providing this filing. Please let me know if you have any questions. The twenty-page limit does not apply as set forth in DA 02-1497.
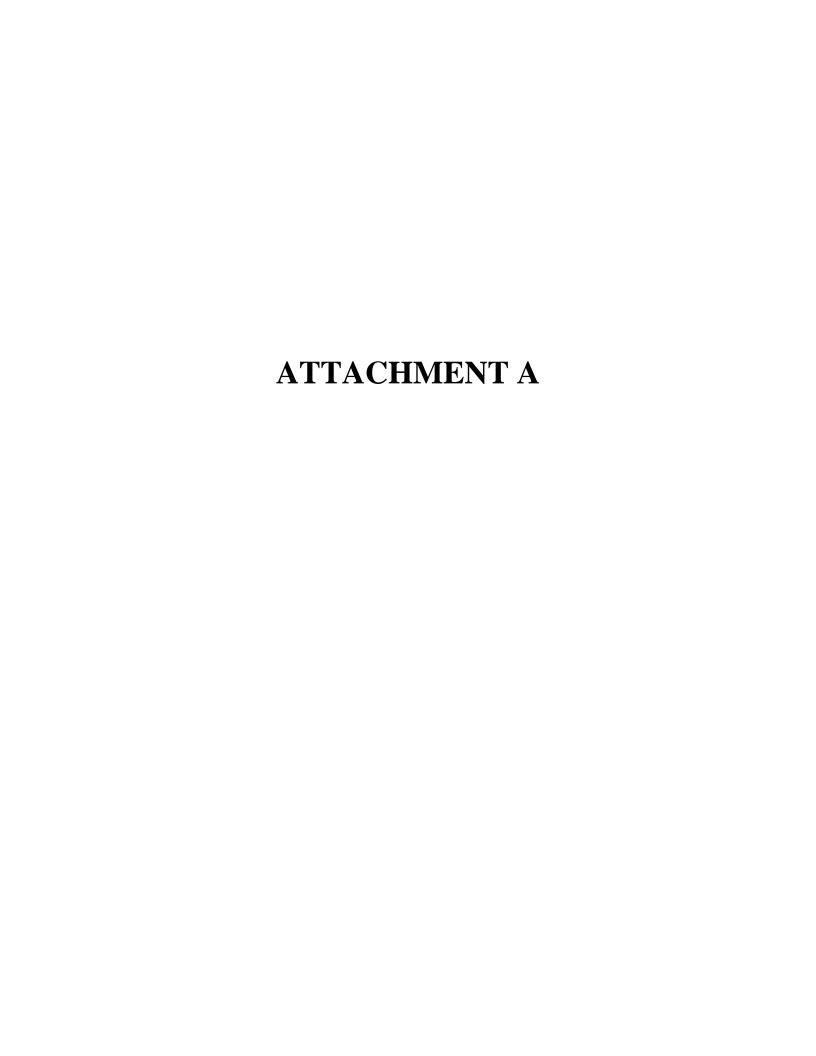
Sincerely,

Attachments

cc: H. Thaggert
       V Schlesinger
       G. Remondino
       T. Wilson

ATTACHMENT A

July 2, 2002

<u>Via E-Mail and UPS Overnight Delivery</u>
Ms. Karen Nickerson
Commission Secretary
Delaware Public Service Commission
861 Silver Lake Boulevard
Cannon Building, Suite 100
Dover, DE 19904

Re: In the Matter of the Inquiry Into Verizon Delaware, Inc.'s Compliance
<u>With the Conditions Set Forth in 47 U.S.C. § 271(c), Docket No. 02-001</u>

Dear Ms. Nickerson:

        In compliance with the Commission's Order No. 5983 entered on June 25, 2002 in
the above-captioned docket, Verizon Delaware is filing today 1) final Delaware Carrier-
to-Carrier Guidelines and 2) final Delaware Performance Assurance Plan. These Carrier-
to-Carrier Guidelines will be implemented in accordance with the implementation
schedule submitted on May 23, 2002, as adjusted in our Reply Comments. In addition,
Verizon Delaware will continue its efforts to expedite the implementation of these
Guidelines to improve upon its proposed implementation schedule, to the extent possible.

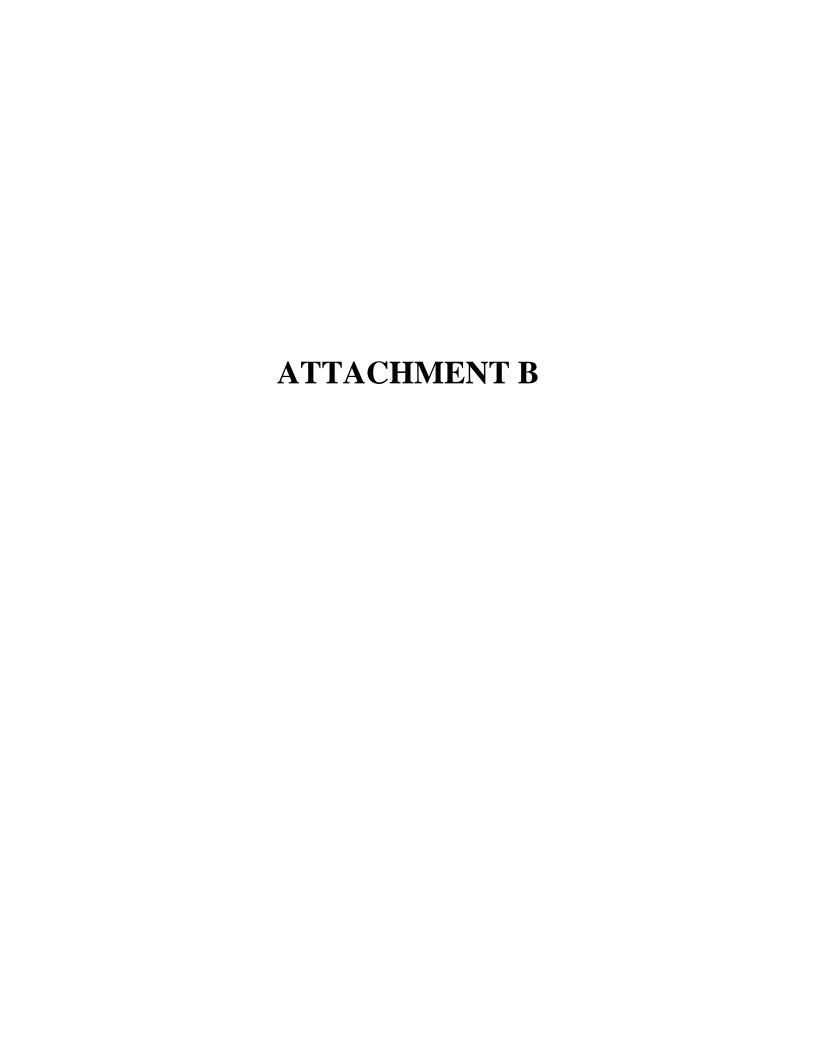   Very truly yours,

                                        Julia A. Conover

JAC/dkf
Enc.

        <u>Via E-Mail and UPS Overnight Delivery</u>
cc: Attached Certificate of Service

ATTACHMENT B

CERTIFICATE OF SERVICE
PSC Docket No. 02-001

I, Julia A. Conover, Esquire, hereby certify that I have on this day served the Verizon Delaware Inc.'s final

Carrier-to-Carrier Guidelines and final Delaware Performance Assurance Plan, upon the participants below.

Dated at Philadelphia, Pennsylvania, this 2nd day of July, 2002.

<u>Via Electronic Mail and UPS Overnight Delivery</u>

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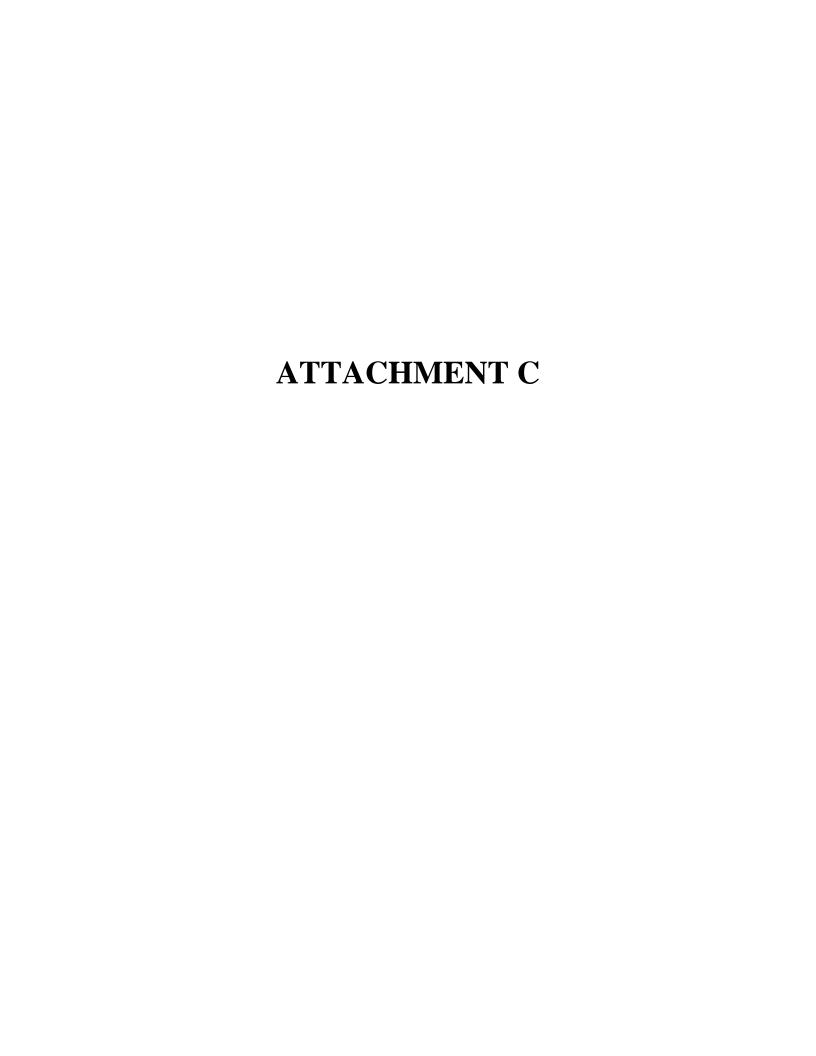Sprint Comm. Company, L.P.
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_____
Julia A. Conover

ATTACHMENT C

July 2, 2002 Compliance Filing

**Delaware
Carrier-to-Carrier Guidelines
Performance Standards and Reports**

Verizon Reports

Category		Function	# of Metrics
Pre-Ordering	PO-1	Response Time OSS Pre-Ordering Interface	9
	PO-2	OSS Interface Availability	2
	PO-3	Contact Center Availability	2
	PO-4	Change Management Notice	3
	PO-5	Average Notification of Interface Outage	1
	PO-6	Software Validation	1
	PO-7	Software Problem Resolution and Timeliness	4
	PO-8	Manual Loop Qualification	2
Ordering	OR-1	Order Confirmation Timeliness	8
	OR-2	Reject Timeliness	6
	OR-3	Percent Rejects	2
	OR-4	Timeliness of Completion Notification	3
	OR-5	Percent Flow-Through	2
	OR-6	Order Accuracy	2
	OR-7	Percent Order Confirmation Rejects sent within 3 days	1
	OR-8	Acknowledgement Timeliness	1
	OR-9	Order Acknowledgement Completeness	1
	OR-10	PON Notifier Exception Resolution Timeliness	2
Provisioning	PR-1	Average Interval Offered	10
	PR-2	Metrics not in use in Verizon North	0
	PR-3	Completed within Specified Number of Days (1-5 Lines)	7
	PR-4	Missed Appointments	9
	PR-5	Facility Missed Orders	4
	PR-6	Installation Quality	3
	PR-7	Metrics not in use in Verizon North	0
	PR-8	Open Orders in a Hold Status	2
	PR-9	Hot Cut Performance	2
Maintenance & Repair	MR-1	Response Time OSS Maintenance Interface	6
	MR-2	Trouble Report Rate	5
	MR-3	Missed Repair Appointments	3
	MR-4	Trouble Duration Intervals	8
	MR-5	Repeat Trouble Reports	1
Network Performance	NP-1	Percent Final Trunk Group Blockage	4
	NP-2	Collocation Performance	8
Billing	BI-1	Timeliness of Daily Usage Feed	1
	BI-2	Timeliness of Carrier Bill	1
	BI-3	Billing Accuracy and Claims Processing	2
Operator Services	OD-1	Operator Services – Speed of Answer/Directory Assistance	2
	OD-2	LIDB, Routing and OS/DA Platforms	0
General Standards	GE-1	Directory Proofs	0
	GE-2	Poles, Ducts, Conduit and Rights of Way	0
Glossary		Glossary of Terms	

Appendix	Topic
A	Specials and Trunk Maintenance Code Descriptions
B	Provisioning Codes
C	Pre-Ordering Details
D	Reserved for Future Use
E	Local Number Portability Process
F	E911 Updates
G	Repair Disposition Codes
H	Flow-Through Order Scenarios
I	Trunk Forecasting Guide
J	Collocation Forecasting Guide
K	Statistical Methodology
L	URL in effect information
M	Order Accuracy Details
N	Table of Measures, Sub-Metrics and Product Disaggregation
O	Test Deck – Weighted transaction Matrix
P	Collocation 45 Day Augment Milestone Chart
Q	Reserved for Future Use
R	NY Carrier Working Group Statement of Purpose and Guidelines for Participation

INTRODUCTION

This section of the Delaware State Carrier-to-Carrier (C2C) Guidelines Performance Standards and Reports provides the metrics and performance standards applicable to Verizon—Delaware, Inc. ("Verizon", "VZ", or "VZ-DE"). Comprehensive explanations of the standard's definitions, measurement methodologies, reporting levels, geography covered, and the current product intervals are included within this document. In addition, this section includes a glossary and appendices that provide explanatory material related to the metrics and standards. The appendices also include a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of Verizon Delaware retail services and its wholesale products and services.

VZ will prepare monthly performance reports setting forth the measured results for each metric. VZ will furnish to the Delaware Public Service Commission the following reports: the report for VZ Retail performance; the report for CLEC Aggregate performance; the report for VZ Affiliate Aggregate performance; and, the report for VZ Affiliate Specific performance. Upon request by an eligible Competitive Local Exchange Carrier ("CLEC"), VZ will furnish to the CLEC the following reports: the report for VZ Retail performance; the report for CLEC Aggregate performance; the report for CLEC Specific performance for that CLEC; and, the report for VZ Affiliate Aggregate performance. A CLEC will be eligible to receive the reports if it has entered into one of the following types of service agreement with VZ and the agreement between VZ and the CLEC has been approved by the Commission: (1) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(a)-(e); or, (2) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(i).

VZ will provide the reports to the Commission in a paper document and electronically (for instance, on computer disk(s) or an Internet site, as directed by the Commission). VZ will initially provide the reports to CLECs on computer disk(s), but may elect to provide the reports by placing them on an Internet site. Reports will be provided in the format directed by the Commission.

URL References

Verizon references URLs, as sources of information, throughout the Carrier to Carrier Guidelines. Wherever a URL is referenced, Verizon utilizes the information published on the URL at the time of the compliance filing. A copy of URL information in effect at the time of the filing is contained in Appendix L.

Test Ids

Test Ids are excluded from all Carrier to Carrier metric calculations.

Verizon Affiliate Reporting

Verizon affiliate reporting (including VADI) is always excluded from CLEC aggregate data for all metrics.

Retail Analog Compare Table

The table below illustrates the retail compare group for the Provisioning and Maintenance metrics.

	Wholesale Service	Retail Analog
Provisioning metrics - ALL where parity is standard Exceptions Noted below:	Resale POTS – Residence	Retail POTS - Residence
	Resale POTS – Business	Retail POTS - Business
	Resale POTS – Total	Retail POTS - Total
	Resale 2 Wire Digital Services	Retail ISDN (2 wire digital)
	UNE Platform	Retail POTS – Total
	UNE POTS-Other	Retail POTS – Total
	UNE Loop	Retail POTS – Total
	UNE 2 Wire Digital Loop	Retail ISDN (2 wire digital)
	UNE 2 wire xDSL Loop	VADI Line Sharing
	UNE DSL Line Share	VADI Line Sharing
	UNE DSL Line Splitting	VADI Line Sharing
	Resale DS0	Retail DS0
	Resale DS1	Retail DS1
	Resale DS3	Retail DS3
	UNE DS0	Retail DS0
	UNE DS1	Retail DS1 [1]
	UNE DS3	Retail DS3
	UNE IOF	Retail DS3
	UNE EEL – Back bone	Retail DS1 [1]
	UNE EEL – Loop	Retail DS1[1]
	UNE EEL	Retail DS1[1]
	Interconnection Trunks	IXC Feature Group D Trunks
	Specials – Total	Retail Specials - Total
Exceptions **for provisioning:** PR-1-09	UNE EEL and IOF	No retail compare. Refer to the EEL and IOF legends on the C2C report template for the performance standards.
PR-4-02	UNE 2 wire xDSL Loop	Retail Specials DS0
PR-6	UNE 2 wire xDSL Loop	Retail POTS - Dispatched
PR-6	UNE 2 wire Digital	Retail POTS - Dispatched
PR-8	UNE 2 wire xDSL Loop	Retail Specials DS0
Maintenance Measures: ALL where parity is standard	Resale POTS – Residence	Retail POTS - Residence
	Resale POTS – Business	Retail POTS - Business
	Resale POTS – Total	Retail POTS – Total (Business and Residence)
	Resale 2 Wire Digital Services	Retail ISDN (2 wire digital)
	UNE Platform – Total	Retail POTS – Total (Business and Residence)
	UNE Platform – Residence	Retail POTS – Residence
	UNE Platform – Business	Retail POTS – Business
	UNE Loop	Retail POTS – Total (Business and Residence)
	UNE 2 Wire Digital Loop	Retail POTS – Total (ALL)[*]
	UNE 2 wire xDSL Loop	Retail POTS – Total (ALL)[*]
	UNE DSL Line Share	VADI Line Sharing
	UNE DSL Line Splitting	VADI Line Sharing
	Resale Specials DS0 & below	Retail Specials DS0 & below
	Resale Specials DS1 & above	Retail Specials DS1 & above
	Resale Specials (Total)	Retail Specials (Total)
	UNE Specials DS0 & below	Retail Specials DS0 & below

---

[0][1] Retail DS1 should exclude feature changes on PRI ISDN (no dispatch)

[1][*] Retail POTS – Total (ALL) includes Business (simple) plus Residence (simple) plus ISDN BRI (complex).

[2][*] Retail POTS – Total (ALL) includes Business (simple) plus Residence (simple) plus ISDN BRI (complex).

	UNE Specials DS1 & above	Retail Specials DS1 & above	
	UNE Specials (Total)	Retail Specials (Total)	
	Interconnection Trunks	IXC Feature Group D Trunks	

Section 1

Pre-Ordering Performance

(PO)

Function		Number of Sub-metrics
PO-1	Response Time OSS Pre-Ordering Interface	9
PO-2	OSS Interface Availability	2
PO-3	Contact Center Availability	2
PO-4	Change Management Notice	3
PO-5	Average Notification of Interface Outage	1
PO-6	Software Validation	1
PO-7	Software Problem Resolution and Timeliness	4
PO-8	Manual Loop Qualification	2

Function:
PO-1 Response Time OSS Pre-Ordering Interface

Definition:

This metric measures the response time of the OSS Pre-Ordering Interface.

Response Time: For metrics PO-1-01 through 1-06, and PO-1-09, response time is the amount of time, rounded to the nearest $1/100^{th}$ of a second for a successful Pre-Order transaction. **Note:** Successful transactions are those where the requested information was returned to the requestor, and errors are those responses that did not contain the requested information.

For CLEC transactions, response time is measured from receipt of the request at Verizon's interface to the time that the response is sent to the CLEC. For Verizon retail simulated transactions, performance is measured between the issuance of a Pre-Ordering query and the successful receipt of the requested information in a specific field and screen.

For PO-1-07, response time is the amount of time, rounded to the nearest $1/100^{th}$ of a second, between the issuance of a Pre-Ordering query and the receipt of an error message associated with a rejected query.

Average Response Time: Average Response Time is the sum of the response times divided by the number of Pre-Ordering queries in the report period. It is calculated separately for PO-1-01 through PO-1-07, and PO-1-09. Queries that time-out are excluded from the calculation of Average Response Time.

Rejected Query: A rejected query is a query that cannot be processed successfully due to incomplete or invalid information submitted by the sender, which results in an error message back to the sender.

Time-out: % Timeouts are measured in PO-1-08. A query is considered to be a time-out when the requested information (or an error message) is not provided within 60 seconds. Time-outs are set at long intervals to ensure that average response times include long response times but do not include queries that will never complete.

Exclusions:

Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period.

Refer to web-site http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf for a list of holidays Verizon recognizes. **Note:** The file is an adobe acrobat file, Acrobat Reader is necessary to read the pdf file.

Note: If response time aberrations occur due to EnView robot failures or network failures between EnView and the VZ Operations Support Systems (OSS), VZ notes such failure times, and reports the data without exclusion in a footnote on the report.

Performance Standard:

The Performance Standards for the PO-1 metrics are as follows:

For PO-1-01 through PO-1-03, and PO-1-05 through PO-1-07:

- EDI and CORBA (application to application interfaces)*:* Parity with Retail plus not more than four (4) seconds. The four (4) second difference allows for variations in functionality and additional security requirements of interface.
- WEB GUI: Parity with Retail plus not more than seven (7) seconds. The seven (7) second difference allows for variations in functionality and additional security requirements of interface.

For PO-1-04, Product & Service Availability, and PO-1-09, Parsed CSR: Parity with Retail, plus not more than 10 seconds.

For PO-1-08: Not greater than 0.33%.

Methodology:

The measurements for all PO-1 metrics (except PO-1-07) are derived from actual production transactions for CLEC transactions and from simulated Pre-Ordering queries generated by Verizon's EnView (formerly referred to as Sentinel) system for VZ retail transactions and CLEC PO-1-07 transactions.

For retail (and CLEC PO-1-07) transactions, EnView replicates the keystrokes a VZ Service Representative would enter for a valid Pre-Ordering inquiry transaction, and measures the response time from when the *Ente*r key is hit until a response from the Pre-Ordering OSS is received back on the display screen.

At least ten VZ retail (and CLEC PO-1-07) simulated queries are generated per hour for each type of query.

The total number of simulated queries depends on the average response times.

Each query has a unique name that is based on time and date. The EnView robot monitors for a matching response, and identifies successful responses by the file extension names. The file extension varies according to whether the transaction was successful or experienced an error or time-out condition. Successful response for an Address Validation request is identified by a file extension of **ada**. The file is then read to ensure it starts and ends with the appropriate indicators for a successful transaction.

EnView also generates at least ten simulated incomplete or invalid Pre-Ordering queries per hour to enable measurement of PO-1-07 Average Response Time – Rejected Query.

Data is reported based on transactions occurring between 8:00AM and 9:00PM Monday through Friday, *excluding* New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Formula:

Σ Response Times for each transaction divided by the Number of Transactions for each transaction type.

Note: For all PO-1 **Retail** sub-metrics, and for sub-metric PO-1-07, the formula is: Response times for each transaction divided by the number of simulated transactions for each transaction type.

Report Dimensions:	
Company: • VZ Retail[2] • CLEC Aggregate • CLEC Specific (PO-1-09 only)	Geography: • Delaware

Products	CLEC Aggregate: • EDI • CORBA • WEB GUI **Note:** Metric PO-1-09 **Parsed CSR** does not go through the WEB GUI interface, therefore, sub-metric PO-1-09 does not report WEB GUI results.

Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface		
PO-1-01	**Average Response Time – Customer Service Record (CSR)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for CSR transactions.	Number of CSR transactions.

---

[2] For sub-metric PO-1-09, there is no Parsed CSR for retail, therefore basic CSR will be reported for retail performance.

Sub-Metrics – (continued) Response Time OSS Pre-Ordering Interface		
PO-1-02	**Average Response Time – Due Date Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Due Date (DD) Availability.	Number of DD Availability transactions.
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Address Validation.	Number of Address Validation transactions.
PO-1-04	**Average Response Time – Product & Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Product and Service Availability.	Number of Product and Service availability transactions.
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation** [3]	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Telephone Number Availability/Reservation.	Number of Telephone Number Availability/Reservation transactions.
PO-1-06	**Average Response Time – Mechanized Loop Qualification – DSL**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Mechanized Loop Qualification.	Number of Mechanized Loop Qualification transactions.
PO-1-07	**Average Response Time – Rejected Query**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for a rejected query.	Number of rejected query transactions.
PO-1-08	**% Timeouts**	
Calculation	**Numerator**	**Denominator**
	Number of transactions that timeout.	Total number of transactions.
PO-1-09	**Parsed CSR**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Parsed CSR transactions.	Number of Parsed CSR transactions.

---

[3] While Address Validation can be completed on a stand-alone basis, Telephone Number reservation is always combined with Address Validation. For VZ retail representatives this is a required two step process requiring two separate transactions.

Function:

PO-2 OSS Interface Availability

Definition:

This metric measures the OSS Interface Availability.   The OSS Interface Availability metric is a measurement of the time during which the electronic OSS Interface is actually available as a percentage of scheduled availability.   Verizon Service Representatives and CLEC Service Representatives obtain Pre-Ordering information from the same underlying OSS. Thus, if a particular OSS is down, it is equally unavailable to both Verizon employees and CLEC employees. Any difference in availability, therefore, is caused by unavailability of the OSS interface.

Scheduled Availability is as follows:

- Prime Time: 6:00AM to 12:00AM EST Monday through Saturday, *excluding* major Holidays
- Non-Prime Time: 12:01AM to 5:59AM EST Monday through Saturday, and all day Sundays and Holidays.

Note: The number of downtime hours is noted in the Carrier to Carrier (C2C) reports under the *Observations* column heading.

Major Holidays include: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Separate measurements are performed for each of the following: Pre-Ordering/Ordering EDI, Pre-Ordering/Ordering/Maintenance Web GUI, CORBA, and Maintenance Electronic Bonding (EB).   Each availability interface is measured separately. The EnView process will be expanded/updated to monitor and report on future OSS processes.

Exclusions:

The following exclusions apply:
- Troubles reported but not found in VZ's systems.
- Troubles reported by a CLEC that were not reported to VZ's designated trouble reporting center.
- Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with VZ Change Management Guidelines.

Performance Standard:

Metric PO-2-02: $\geq$ 99.5%
Metric 2-03: no standard

Methodology – PO-2 OSS Availability

Verizon calculates the PO-2 OSS Availability metric by combining CLEC reported outages (received via the Wholesale Customer Care Center (WCCC)) with EnView reported outages. Verizon measures CLEC reported outages, based on actual reported time frames as well as any outages captured by EnView (and not reported by CLECs).

The Wholesale Customer Care Center receives OSS availability trouble reports from CLECs, and logs each trouble in to a tracking system. Verizon reviews data from the tracking system each week to determine which troubles were interface outages, and thus included in the PO-2 calculation. This data is supplemented with outages captured by EnView to calculate the final metric results.

The EnView methodology is as follows: EnView is used as an alarm for system availability and supplements CLEC reported outages. If no CLEC reported an outage, but EnView detected an outage, the EnView outage is included as if the entire CLEC population experienced the outage.

EnView measurement of the EDI, CORBA and WEB GUI interfaces availability is as follows: The mechanized OSS interface availability process is based on the transactions created by the EnView Robots. The program determines whether the EnView transactions were successful or unsuccessful, or if no transactions were issued (not polled). Transactions are processed by transaction type separately for each interface type and OSS. The hours of the day are divided into six (6) minute measurement periods.

If the Verizon interface, for any Pre-Order transaction type, in a six (6) minute measurement period has at least one successful transaction, then that interface is considered available. Individual interface unavailability is calculated only when all its transactions are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the six (6) minute measurement period is counted as unavailable. If it is determined that no Enview transactions were issued, then the six minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not a specific Verizon interface problem.

The EnView data is compared to the actual CLEC reported outages, and matched up according to the outage's reported time frame. If the EnView time frame matches the actual reported outage (from the WCCC) time-frame, the outage is included (once) in the metric based on the reported time-frame.

If the comparison of the EnView results with the CLEC reported outages indicates that a time-frame is overlapping, then Verizon uses the earliest start time of the outage, and the latest end-time of the outage to calculate the metric result.
Availability is calculated by dividing the total number of six (6) minute measurement periods in a 24-hour day (excluding unmeasured six (6) minute measurement periods) into the number of periods with no successful transactions for the day and subtracting this from 1 and multiplying by 100.

For example, there are potentially 180 six (6) minute measurement periods in a 18-hour period. If two six (6) minute measurement periods lack successful transactions, then availability equals (1-(2/180)) x 100 = 98.89% Availability.

Trouble Logs: Verizon will make Verizon's trouble logs (which contain CLEC reports that the interface is not available) available to the CLECs for inspection.

PO-2 Formula:		
(Number of hours scheduled minus the number of scheduled hours not available) divided by (Number of hours scheduled) multiplied by 100.		
Report Dimensions:		
Company: • CLEC Aggregate		Geography: • Each OSS Interface serving Delaware (Pre-Ordering EDI, Pre-Ordering Web GUI, Maintenance Web GUI, and Maintenance Electronic Bonding) (Note, an OSS interface may handle CLEC transactions not only for Delaware but also for other states.)
Products	• Maintenance Web GUI (RETAS) / Pre-Ordering/Ordering Web GUI • EDI • CORBA • Maintenance – Electronic Bonding	

Sub-Metrics – OSS Interface Availability		
PO-2-01	**Metric Not in Use in Verizon DE**	
PO-2-02	**OSS Interface Availability – Prime-Time**	
Calculation	**Numerator**	**Denominator**
	Number of prime-time hours in month (multiplied by the number of available interfaces) minus the Number of prime-time hours in month interface is not available.	Number of Prime-Time Hours in Month multiplied by the number of available interfaces.
PO-2-03	**OSS Interface Availability – Non-Prime-Time**	
Calculation	**Numerator**	**Denominator**
	Number of non-prime-time hours in month (multiplied by the number of available interfaces) minus the Number of non-prime-time hours in month interface is not available.	Number of Non-Prime-Time Hours in Month multiplied by the number of available interfaces.

Function:
PO-3 Contact Center Availability

Definition:

This metric measures the Contact Center Availability. Contact Center Availability is the hours of operation for the Centers that support CLECs for Ordering, Provisioning, Maintenance and Billing issues. Contact with CLECs is designed to take place via direct access systems. Carrier Support Centers are designed to handle fall-out and not large call volumes.

This metric also includes **Speed of Answer – CLEC** centers. Speed of Answer is measured for Ordering and Repair queues. This measure is reported out of the Automated Call Distributor (ACD). The Speed of Answer measure includes calls that go to the main number in the center, either directly or from overflow (CLECs choosing the option of the main number).

Note: % within 30 seconds includes 15% of Abandons and 10% of Busies in the denominator.

Speed of Answer is measured in seconds from the time a call enters the VZ ACD until a representative answers the call. CLECs have the choice of calling the order processing 800 number, in which case the call is directed to the next available representative through ACD, or CLECs can call their dedicated representatives on the representative's direct line. If the representative is not available, the CLEC can leave a voice mail or press 0 and be transferred to a pool of representatives. VZ measures speed of answer for calls to the 800 number and for calls where the CLEC presses 0 to speak to the next available representative.

The Speed of Answer measurements begin as follows: For calls to the 800 number, the measurement begins when the call enters VZ's ACD. For calls to a dedicated representative, the measurement begins when the CLEC presses 0. In each case, the measurement ends when a representative answers the call.

Exclusions:

Calls directed to and answered by dedicated representatives.

Performance Standard:

PO-3-02 and PO-3-04: 80% within 30 seconds
Center Hours of Operation:
  Repair Help Desk: 24 hours per day – seven (7) days a week
  Order Processing Assistance: 8:00AM to 6:00PM Monday through Friday.
  Note: The Repair Help Desk is measured in metric PO-3-04.   The Order Processing
  Assistance Center is measured in metric PO-3-02.

Refer to Verizon web-site http://www22.verizon.com/wholesale/lsp/bridge/0,2631-4support,FF.html for various center hours of operation schedules. After accessing the web-site, select a center to receive center-specific information.

Report Dimensions	
Company: CLEC Aggregate	Geography: Ordering: Pennsylvania, Delaware, Maryland, District of Columbia, Virginia, and West Virginia (combined data) Repair: Verizon East Verizon East includes: CT, MA, ME, NH, NY, RI, VT, PA, DE, NJ, MD, DC, VA, and WV.
	•	•

Sub-Metrics	
PO-3-01	**Metric Not in Use in Verizon DE**
PO-3-02	**% Answered within 30 Seconds – Ordering**

Calculation	Numerator	Denominator
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Ordering Center plus 15% of abandoned calls plus 10% of busy calls.

PO-3-03	**Metric Not in Use in Verizon DE**
PO-3-04	**% Answered within 30 Seconds – Repair**

Calculation	Numerator	Denominator
	Number of calls to main number answered within 30 seconds after the call was received by the ACD.	Total calls answered by Repair Center plus 15% of abandoned calls plus 10% of busy calls.

Function:	
PO-4 Timeliness of Change Management Notice	

Definition:
These sub-metrics measure the percent of Change Management Notices and associated documentation availability sent before implementation according to prescribed timeliness standards within prescribed timeframes. Documentation is not considered available until all material changes are made.

Exclusions:
None**.**

Performance Standard:
PO-4-01: 95% PO-4-02: No standard PO-4-03: no delayed notices and documentation over eight (8) calendar days. The Timeliness standards for the PO-4 sub-metric products are listed below and are in accordance with those set forth in the Change Management Processes and Procedures. VZ will comply with applicable Change Management Processes and Procedures. * Regulatory changes will vary based on application law/regulatory rules.

Timeliness Standards:

Change type	**Change Notification**: Interval between notification and implementation	**Change Confirmation**: Final Documentation Availability before implementation[4]
Type 5 – CLEC originated	$\geq$ 73 calendar days for business rules, $\geq$ 66 calendar days for technical specifications	>= 45 calendar days
Type 4 – Verizon originated	$\geq$ 73 calendar days for business rules, $\geq$ 66 calendar days for technical specifications	>= 45 calendar days
Type 3 – Industry Standard	$\geq$ 73 calendar days for business rules, $\geq$ 66 calendar days for technical specifications	>= 45 calendar days
Type 2 – Regulatory	Time periods established in Regulatory Order. If no time periods set, default to above time period.	Time periods established in Regulatory Order. If no time periods set, change notification and change confirmation is negotiated on an individual case basis through the Change Management Process. .
Type 1 – Emergency Maintenance	Notification before implementation	N/A

Report Dimensions		

Company:	Geography:
CLEC Aggregate	Verizon South Verizon South includes: PA, NJ, DE, MD, DC, VA, WV

Products	Change Notification: • Type 1 – Emergency Maintenance and Type 2 Regulatory (combined) – • Type 3 – Industry Standard, Type 4 VZ originated, and Type 5 – CLEC originated (combined)	Change Confirmation • Type 2 – Regulatory • Type 3 – Industry Standard, Type 4 VZ originated, and Type 5 – CLEC originated (combined)

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[4] Type one (1) change confirmation is not applicable.

Sub-Metrics		
PO-4-01	**% Change Management Notices sent on Time**	
Calculation	**Numerator**	**Denominator**
	Change Management Notifications sent within required time frames.	Total number of Change Management Notices sent.
PO-4-02	**Change Management Notice – Delay one (1) to seven (7) days**	
Calculation	**Data Value**	
	Cumulative delay days for all notices sent one (1) to seven (7) days late.	
PO-4-03	**Change Management Notice – Delay eight (8) plus days**	
Calculation	**Data Value**	
	Cumulative delay days for all notices sent eight (8) or more days late.	

Function:	
PO-5 Average Notification of Interface Outage	

Definition:
This metric measures the average amount of time that elapses between VZ identification of a Verizon interface outage and VZ notification to CLECs that an outage exists. Notification is sent via electronic mail when a Verizon system outage occurs that prevents the CLECs from performing transactions for Pre-Ordering, Ordering, or Maintenance through any of the production interfaces and the outage affects more than one CLEC. **Note:** Notification of Network Outages (different than Interface Outages) are covered in the Network Performance section. Detailed information on network outages can also be found in the CLEC Handbook.

Exclusions:
None.

Performance Standard:
Not more than: 20 minutes.

Report Dimensions	
Company: • CLEC Aggregate	Geography: • Verizon East Verizon East includes: CT, MA, ME, NH, NY, RI, VT, NJ, PA, VA, MD, DC, WV, and DE.

Sub-Metrics		
PO-5-01	**Average Notice of Interface Outage**	
Calculation	**Numerator**	**Denominator**
	Date and time of outage notification to CLECs minus date and time the interface outage was identified by VZ.	Total number of interface outages for which notice was given.

Function:
PO-6 Software Validation

Definition:
This metric measures software validation. Verizon installs software releases three (3) times per year (usually during the months of February, June and October). Verizon tests the software release functionality by executing a test deck of transactions to validate that functionality in a software release works as designed. Each transaction in the test deck is assigned a weight factor. Within the software validation metric, weight factors will be allocated among transaction types *(e.g., Pre-Order, Resale-Order, UNE-Order, Platform-Order)* and then equally distributed across specific transactions within type. The initial array-of-weights for the transaction types are displayed in Appendix O. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then equally re-distributed across specific transactions within type. The allocation of weight factors among transaction types may be adjusted as part of the annual review process.

Verizon DE will execute the test deck at the start of the Quality Assurance (QA) and at the completion of QA. Within one (1) business day, following a non-emergency software release to production as communicated through Change Management, Verizon DE will begin to execute the test deck in production using training mode. Upon completion of the test, Verizon DE will report the number of test deck transactions that were rejected or otherwise failed during execution of the test. Each failed transaction will be multiplied by the transaction's weight factor.

A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

This software validation metric is defined as the ratio of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck.

For those months that Verizon executes the test deck, the observations column on the C2C report is populated with the combined total of the two most current LSOG versions. The performance is populated with the score Verizon received based on the weights.

For those months that Verizon does not execute the test deck, the C2C report Is populated with the notation *R3* to indicate the test deck is executed three (3) times per year.

Exclusions:
None.

Performance Standard:
PO-6-01: < = 5%

Report Dimensions:	
Company: CLEC Aggregate	Geography: The Verizon PADE (Pennsylvania/Delaware) test deck results are reported for this sub-metric on the Delaware C2C reports.

Sub-Metrics		
PO-6-01	**Software Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of weights of failed transactions.	Sum of weights of all transactions in the test deck.

Function:
PO-7 Software Problem Resolution Timeliness

Definition:
This metric measures Software Problem Resolution Timeliness. Verizon installs software CLEC-affecting releases three (3) times per year (usually during the months of February, June, and October). After each major CLEC-affecting software release, Verizon tracks the number of rejected Pre-Order and Order transactions reported to the Wholesale Customer Care Center (WCCC), those rejected transactions resulting from the test deck execution, and the time frame to resolve the problem. For the purposes of this metric, rejected transactions caused by Verizon code or documentation errors or omissions that result in Type 1 changes are production referrals.

PO-7-01 is defined as the ratio of production referrals resolved within target response intervals to the total number of production referrals, during the 30 calendar days following a major CLEC-affecting software release.

For those months that Verizon installs software releases, the C2C report is populated with data in accordance with the PO-7 calculations.

For those months that Verizon does not install software releases, the C2C report is populated with the notation *R3* to indicate software releases are installed three (3) times per year. |

Exclusions:
Failed Pre-order and Order transactions reported to the WCCC after 6:00PM on Friday and before 9:00AM on Monday will be treated as though they were received at 9:00 AM Monday.

Performance Standard:
PO-7-01: >= 95%
PO-7-02 and PO-7-04: 48 Hours
PO-7-03: 10 days

Note: The data value populated on the C2C report for PO-7-02, 7-03 and 7-04 represents the number of hours (or days) beyond the standard. *For example,* a 50 hour delay for metric PO-7-02 and 7-04 would have a two (2) hour delay populated in the performance column to indicate the performance was two hours beyond the 48 hour standard. |
| **Problem Resolution Timeliness Standard** measured from time the trouble was reported to the WCCC (see Appendix O). |

Report Dimensions:	
Company: CLEC Aggregate	Geography: PO-7-01, PO-7-02, and PO-7-03: Verizon East PO-7-04: Pennsylvania, Delaware (combined data) Verizon East includes: CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, VA, WV and D.C.

Sub-Metrics		
PO-7-01	**% Software Problem Resolution Timeliness**	
Calculation	**Numerator**	**Denominator**
	Number of production referrals resolved within timeliness standard.	Total number production referrals.
PO-7-02	**Delay Hours – Software Resolution – Change – Transactions failed, no workaround**	
Calculation	**Data Value**	
	Number of cumulative delay hours (beyond the 48-hour standard) for identified software resolution changes associated with transaction rejects with no workaround.	
PO-7-03	**Delay Days – Software Resolution – Change – Transactions failed with workaround**	
Calculation	**Data Value**	
	Number of cumulative delay days (beyond the 10-day standard) for identified software resolution changes associated with transaction rejects with a workaround.	
PO-7-04	**Delay Hours – Failed/Rejected Test Deck Transactions – Transactions failed, no workaround** [5]	
Calculation	**Data Value**	
	Number of cumulative delay hours (beyond the 48-hour standard) for software resolution changes associated with transaction rejects with no workaround for Test Deck Transactions.	

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[5] This performance measure addresses the resolution timeliness for failed or rejected test deck transactions that are executed in production using training mode.

Function:		
PO-8 Manual Loop Qualification		

Definition:		
The PO-8 Manual Loop Qualification metric measures the response time for the provision of Loop Qualification information required to provision more complex services *(e.g. 2W-xDSL)*, when such information is not available through an electronic database.		

Exclusions:		
• Weekend and major Holidays are excluded from the interval count. **Note:** Weekend hours are from 5:00PM Friday to 8:00AM Monday. Holiday Hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. • Digital Design Loops that require loop conditioning (HXMU code) • Test CLEC Ids		

Performance Standard:		
PO-8-01: 95% within 48 Hours PO-8-02: 95% within 72 Hours		

Sub-Metrics		
PO-8-01	**% On Time – Manual Loop Qualification**	
Calculation	**Numerator**	**Denominator**
	Sum of manual loop qualification requests where the time from receipt of request for a manual loop qualification to the distribution of the loop qualification information is less than or equal to 48 hours.	Number of manual loop qualification transactions.
PO-8-02	**% On Time– Engineering Record Request**	
Calculation	**Numerator**	**Denominator**
	Sum of Engineering Record Requests where the time from the receipt of a Engineering Record Request to the time of the distribution of the Engineering Record is less than or equal to 72 hours.	Number of Engineering Record Request transactions.

Section 2

Ordering Performance

(OR)

	Function	Number of Sub-metrics
OR-1	Order Confirmation Timeliness	8
OR-2	Reject Timeliness	6
OR-3	Percent Rejects	2
OR-4	Timeliness of Completion Notification	3
OR-5	Percent Flow-Through	2
OR-6	Order Accuracy	2
OR-7	Order Confirmation/Rejects sent within three (3) business days	1
OR-8	Acknowledgement Timeliness	1
OR-9	Order Acknowledgement Completeness	1
OR-10	PON Notifier Exception Resolution Timeliness	2

Function:
OR-1 Order Confirmation Timeliness
Definition:

This metric measures Order Confirmation Timeliness.

Resale and UNE:

Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request (VZ Ordering Interface) (or fax date and time stamp) and distribution of a Service Order confirmation. Rejected orders will have the clock re-started upon receipt of a valid order. **Note:** Orders are considered distributed at the time Verizon sends an order confirmation. If an order confirmation is resent, and the problem with sending the confirmation was within Verizon's systems, then the time stamp will be the last time stamp. If the order confirmation was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order confirmation was sent. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Partial migrations for less than six (6) lines – with accounts that include six (6) or more lines, that must be rearranged, will be treated as six (6) lines or greater.

Average Confirmation Response Time: The mean of all confirmation response times associated with a product group.

Percent of Orders Confirmed On Time: The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

Physical Facility Checks – are completed on orders (submitted via LSR) with more than five (5) lines. **Note**: Effective October 2001, orders for UNE Specials DS0 EELs (Loop and Backbone) will change from the LSR format to the ASR format. The UNE DS0 EEL orders submitted via ASRs will still require physical facility checks on orders with more than five (5) lines. All other UNE Specials DS0 orders are still submitted using the LSR format.

Facility Checks ; Orders for UNE Specials DS1 and above are submitted via ASR. All of these ASR orders get facility checks through the REQNET system.

Note: Effective October 2001, orders for UNE Specials DS0 EELs (Loop and Backbone) will be submitted via ASRs. All other UNE Specials DS0 orders are still submitted using the LSR format. UNE Specials DS0 EELs do not automatically require facility checks through REQNET. UNE Specials DS0 EELs will require facility checks if the order is for more than five (5) lines.

Trunks:

The amount of time in business days between receipt of a clean Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC). Measures Service Orders completed between the measured dates. **Note:** The received date is restarted for each SUPP.

Inbound Augment Trunks: For CLECs e-mailing a Trunk Group Service Request (TGSR), VZ will respond with an ASR, or provide a negative response requesting additional data if it believes traffic does not support the request. Orders for inbound trunks that are for a new trunk group, are in excess of 192 trunks or that require T-3 construction, performance will be captured in the > 192 category.

OR-1 Definition, continued:

Notes:
(1) Rejected Orders (orders that fail basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.
(2) Verizon DE includes CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Verizon DE's error in initial confirmation[6] in the Order Confirmation Timeliness measurement. The measurements are based on confirmed orders. Cancelled orders are also included.
(3) If no order confirmation time exists due to a missing order confirmation, Verizon DE will use the completion notification time.
(4) The Ordering sub-metrics data reported in the monthly C2C reports only include orders confirmed in the calendar month.
(5) The Pre-Qualified Complex category includes 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing/Line Splitting orders that were pre-qualified.

Exclusions:

Resale and UNE:
- VZ Test Orders [7]
- Weekend and holiday hours (other than flow-through):
  - Weekend hours are from 5:00PM Friday to 8:00AM Monday.
  - Holiday hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.
- For OR-1-19 – Inbound Augment trunks not requested via e-mail TGSR
- For OR-1-01 and OR-1-02: SOP scheduled downtime hours (flow-through).

  –Verizon SOP scheduled hours are as follows:

  > 11:30 p.m. to 12:30 a.m. each night, and 7:30 p.m. Saturday to 7:30 a.m. Sunday
  > **Exception:** SOP downtime may be extended for significant SOP releases, *(e.g. NPA splits).* All downtime extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.

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[6] Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or Verizon DE reasons are not counted as resent confirmations.

[7] VZ-Test Orders – see Glossary.

Report Dimensions	
Company: • CLEC Aggregate [8] • CLEC Specific	Geography: • Delaware

Performance Standard: OR-1 Order Confirmation Timeliness		
OR-1-02, 1-04, 1-06, 1-08, 1-10, 1-12, and OR-1-19: 95% On Time according to the schedule below: OR-1-13: 95%		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders*:* POTS/Pre-Qualified Complex: • Flow-through orders: two (2) hours • Orders with no facility check: 24 hours • Orders with facility check: 72 hours Complex Services (requiring Manual Loop Qualification) • 2- wire Digital Services: 72 hours Special Services: • Orders with no facility check : 48 hours Order with facility check: 72 hours[10] **Faxed/Mailed Orders**: Not available for Resale	**Electronically Submitted Orders:** POTS/Pre-Qualified Complex: • Flow-Through Orders: two (2) hours • Orders with no facility check: 24 hours • Orders with facility check: 72 hours Complex Services(requiring Manual Loop Qualification) • 2-Wire Digital Services: 72 hours • 2-Wire xDSL Loops: 72 hours • 2-Wire xDSL Line Sharing/Line splitting: 72 hours Special Services: • Orders with no facility check: 48 hours Note: The 48 hour standard does **not** apply to UNE specials (UNE DS0 EELs > 6 lines, UNE DS1 and above) received via ASR. • Orders with facility check: 72 hours (includes UNE Specials DS0 EELs > 6 lines, and UNE Specials DS1 and above) **Faxed/Mailed Orders**: Add 24 hours to intervals above. Fax/Mail is not available for LSR orders: (UNE POTS and Complex (2Wire Digital, 2W xDSL Loop, and 2W xDSL Line Sharing/Line Splitting)).	**Electronically Submitted Orders:** Firm Order Confirmation: • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process Design Layout Record • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process Inbound Augment Trunks: • ≤ 192 Trunks accepted TGSRs: 10 Business Days • <= 192 Trunks: denied responses for TGSRs received via e-mail: less than or equal to seven (7) business days. • > 192 Trunks: Negotiated Process **Faxed/Mailed Orders**: Add 24 hours to intervals above

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[8] Excludes Verizon Advanced Data Incorporated

0[10] Also includes orders requiring facility verification as listed on the Verizon web-site
http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation.

Sub-Metrics	
OR-1-01	**Metric Not in Use in Verizon DE**
OR-1-02	**% On Time LSRC – Flow-through**

Products	Resale: • POTS/Pre-qualified Complex	UNE: • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs sent where the confirmation date and time minus the submission date and time is less than or equal to two (2) hours for specified product.	Total number of flow-through LSRs confirmed for specified product.

OR-1-03	**Metric Not in Use in Verizon DE**
OR-1-04	**% On Time LSRC/ASRC - No Facility Check (Electronic – No Flow-through)**

Products	Resale: • POTS/Pre-Qualified Complex • 2-Wire Digital Services • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3 Note: Resale DS1s and DS3s are received via LSRs.	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials DS0
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs/ASRCs not requiring a facility check, sent where confirmation date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of electronic LSRs/ASRs not requiring a facility check confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-05	**Metric Not in Use in Verizon DE**	
OR-1-06	**% On Time LSRC/ASRC – Facility Check (Electronic – No Flow-through)**	
Products	Resale: • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0 • Specials DS1 • Specials DS3 Note: Resale DS1s and DS3s are received via LSRs.	UNE: • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0[9] • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs/ASRCs requiring a facility check, sent where confirmation date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of electronic LSRs/ASRs requiring a facility check, confirmed for specified product.
OR-1-07	**Metric Not in Use in Verizon DE**	

1[9] UNE DS0 EELs (Loop and Backbone) are ordered via ASR. All other UNE DS0s are ordered via LSR. Orders >= 6 lines require a facility check.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-08	**% On Time ASRC - No Facility Check (Fax/Mail)**	
Products	UNE: • Specials DS0	
Calculation	**Numerator**	**Denominator**
	Number of faxed or mailed ASRCs, not requiring a facility check, sent where the confirmation date and time minus the submission date and time is less than or equal to the standard for the specified product.	Total number of faxed or mailed ASRs, not requiring a facility check, confirmed for specified product.
OR-1-09	**Metric Not in Use in Verizon DE**	
OR-1-10	**% On Time ASRC - Facility Check (Fax/Mail)**	
Products	UNE: • Specials (Non DS0, Non DS1 & Non DS3) • Specials DS0[10] • Specials DS1 • Specials DS3	
Calculation	**Numerator**	**Denominator**
	Number of faxed or mailed ASRCs requiring a facility check sent where the confirmation date and time minus the submission date and time is less than or equal to the standard for the specified product.	Total number of faxed or mailed ASRs requiring a facility check confirmed for specified product.
OR-1-11	**Metric Not in Use in Verizon DE**	
OR-1-12	**% On Time FOC**	
Products	Trunks: • CLEC Trunks (≤ 192 Forecasted Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks and Projects)	
Calculation	**Numerator**	**Denominator**
	Number of orders confirmed within the specified interval for the product type.	Number of orders received (electronically and faxed) confirmed by product type.
OR-1-13	**% On Time Design Layout Record (DLR)**	
Products	Trunks: • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Number of DLRs completed on or before DLRD date in TIRKS.	Number of DLRs completed.
OR-1-14 through OR-1-18	**Metrics not in use in Verizon DE.**	
OR-1-19	**% On Time Response - Request for Inbound Augment Trunks** **Note:** This metric is a combined measure including both; denied TGSRs that have a seven (7)-day performance standard, and accepted TGSRs that have a 10-day performance standard.	

2^{10} Orders for UNE DS0 EELs (Loop and Backbone) for $> = 6$ lines require a facility check.

Products	• VZ Trunks (≤ 192 Trunks) • VZ Trunks (>192 Trunks)	
Calculation	**Numerator**	**Denominator**
	Number of requests for Inbound Augment Trunks with responses sent within the specified interval for product type.	Number of requests for Inbound Augment Trunks requested on a TGSR received via e-mail.

Function:

OR-2 Reject Timeliness

Definition:

This metric measures Reject Timeliness.

Reject Response Time: The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a Service Order reject, both based on Ordering Interface System (Request Manager) or Fax date and time stamp. **Note:** Orders are considered distributed at the time Verizon sends an order reject/query. If an order reject/query is resent, and the problem with sending the reject/query was within Verizon's systems, then the time stamp will be the last time stamp. If the order reject/query was resent because the problem is at the CLEC end (e.g. CLEC systems could not receive transactions), the time stamp is the first time the order reject/query was sent. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Average Reject Response Time: The mean of all reject response times associated with a product group.

Percent of Orders Rejected On Time:
The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.

Notes:
(1) Rejected Orders (Orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.
(2) Measurements are based on rejected orders.
(3) VZ DE does not include cancelled orders in the measurements.
(4) The Ordering sub-metrics data reported in the monthly C2C reports only include confirmed rejects in the calendar month.
(5) The Pre-Qualified Complex category includes 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing/Line Splitting orders that were pre-qualified.

Exclusions:

- VZ Test Orders
- Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.

- Weekend and Holiday Hours (other than flow-through):
  - Weekend Hours are from 5:00PM Friday to 8:00AM Monday.
  - Holiday Hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non flow-through requests.

- For OR-2-02: SOP scheduled downtime hours (Flow-through).
  Verizon SOP Scheduled hours are as follows:

  11:30 p.m. to 12:30 a.m. each night, and 7:30 p.m. Saturday to 7:30 a.m. Sunday

  Exception: SOP downtime may be extended for significant SOP releases, *(e.g. NPA splits).* All extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.

Report Dimensions :	
Company: • CLEC Aggregate [11] • CLEC Specific	Geography: • Delaware

Performance Standard – Reject Timeliness

OR-2-02, 2-04, 2-06, 2-08, 2-10, and 2-12: 95% On Time According to schedule below:

Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders*:* POTS: • Flow-Through Orders: two (2) hours • Orders with no facility check: 24 hours • Orders with facility check: 72 hours Complex Services (2- Wire Digital Services ISDN): • Orders: 72 hours Special Services: [12] • Orders with no facility check: 48 hours • Orders with facility check: 72 hours **Faxed/Mailed Orders**: Not available for Resale	**Electronically Submitted Orders:** POTS*:* • Flow-Through Orders: two (2) hours • Orders with no facility check: 24 hours • Orders with facility check: 72 hours Complex Services (requiring Manual Loop Qualification) *:* • 2Wire Digital Services 72 hours • 2Wire xDSL Loop: 72 hours • 2Wire xDSL Line Sharing/Linesplitting: 72 hours Special Services: [13] • Orders with no facility check: 48 hours Note: The 48 hour standard does not apply to UNE Specials (DS0 EELs > 6 lines, DS1 and above) received via ASR. • Orders with ≥ facility check: 72 hours (includes UNE DS0 EELs > 6 lines and UNE DS1s and above) **Faxed/Mailed Orders**: Add 24 hours to intervals above. Not available for LSRs: UNE POTS and Complex (2Wire Digital, 2W xDSL Loop, and 2W xDSL Line Sharing/Line Splitting).	**Electronically Submitted Orders:** • ≤ 192 Trunks: less than or equal to seven (7) Business Days • > 192 Trunks: Negotiated Process **Faxed/Mailed Orders**: Add 24 hours to intervals above

Sub-Metrics – OR-2 Reject Timeliness

OR-2-01	**Metric Not in Use in Verizon DE**	
OR-2-02	**% On Time LSR Reject (Flow-through)**	
Products	Resale*:* • POTS/Pre-qualified Complex	UNE: • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where the reject date and time minus the submission date and time is less than or equal to two (2) hours for specified product.	Total number of flow-through LSRs rejected for specified product.

[11] Excludes Verizon Advanced Data Incorporated
[12] Also includes orders requiring facility verification as listed on the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation.
[13] Also includes orders requiring facility verification as listed on the Verizon web-site . http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation

Sub-Metrics OR-2 Reject Timeliness (continued)	
OR-2-03	**Metric Not in Use in Verizon DE**
OR-2-04	**% On Time LSR/ASR Reject - No Facility Check (Electronic – No Flow-through)**

Products	Resale:	UNE:
	• POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials	• Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials

Calculation	Numerator	Denominator
	Number of electronic rejects sent where the reject date and time minus the submission date and time is within the standard for orders not requiring a facility check for the specified product.	Total number of electronically submitted LSRs/ASRs, not requiring a facility check rejected for specified product.

OR-2-05	**Metric Not in Use in Verizon DE**
OR-2-06	**% On Time LSR/ASR Reject - Facility Check (Electronic – No Flow-through)**

Products	Resale:	UNE:
	• POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials	• Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing/Line Splitting (combined) • Specials

Calculation	Numerator	Denominator
	Number of electronic rejects sent where reject date and time minus the submission date and time is within the standard for orders requiring a facility check for the specified product.	Total number of LSRs/ASRs electronically submitted requiring a facility check rejected for specified product.

OR-2-07	**Metric Not in Use in Verizon DE**
OR-2-08	**% On Time Reject - No Facility Check (Fax)**

Products	UNE: • Specials

Calculation	Numerator	Denominator
	Number of faxed rejects not requiring a facility check, sent where reject date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of faxed rejects not requiring a facility check confirmed for specified product.

OR-2-09	**Metric Not in Use in Verizon DE**

OR-2-10	% On Time Reject – Facility Check (Fax)	
Products	UNE: • Specials	
Calculation	**Numerator**	**Denominator**
	Number of faxed rejects requiring a facility check, sent where reject date and time minus submission date and time is less than or equal to the standard for specified product.	Total number of faxed rejects requiring a facility check rejected for specified product.
OR-2-11	**Metric Not in Use in Verizon DE**	
OR-2-12	**% On Time Trunk ASR Reject**	
Products	Trunks: • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	Number of rejected trunk orders that meet reject trunk standard (less than or equal to seven (7) business days).	Number of rejected trunk orders for less than or equal to 192 trunks.

Function:
OR-3 Percent Rejects
Definition:
This metric measures the percent of orders received (including supplements and re-submissions) by Verizon that are rejected or queried. Orders are rejected due to omission or error of required order information. Orders that are queried are considered rejected.   The percent reject measure is reported against all submitted order transactions processed in the Verizon Ordering System (Request Manager (for LSRs), CAFÉ and EXACT (for ASRs)), not just those with associated CRIS completions.   **Note:** Edit Rejects (orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation.
Exclusions:
• VZ Test Orders
Performance Standard:
OR-3-01: No standard.   OR-3-02: 95%
Report Dimensions

Company:	Geography:
• CLEC Aggregate [14] • CLEC Specific	• Delaware

Sub-Metrics		
OR-3-01	**% Rejects**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Sum of all rejected LSR/ASR transactions for specified product.	Total number of LSR/ASR records received for specified product.
OR-3-02	**% LSR Resubmission Not Rejected**	
Calculation	**Numerator**	**Denominator**
	Total EDI PONs resubmitted at Verizon's request that are not rejected by Verizon's systems as duplicative of EDI PONs already in Verizon's systems.	Total number of EDI PONs resubmitted at Verizon's request.

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[14] Excludes Verizon Advanced Data Incorporated

Function:	
OR-4 Timeliness of Completion Notification	

Definition:
Refer to the *Definition* listed next to each OR-4 sub-metric (OR-4-11, OR-4-16, and OR-4-17) for a description of the measurement included in the sub-metrics.

Exclusions:
• Verizon Test Orders
• Orders not received through the Verizon Netlink EDI system. This includes orders transmitted manually, orders received through the VAN EDI system, and orders submitted through the WEB GUI.
• VADI orders
• For sub-metric OR-4-11 only includes the following additional exclusion: Any product that is not designed to generate a PCN and a BCN.

Performance Standard:
For sub-metric OR-4-11; 0.25% of PONs that received neither a PCN nor a BCN within two (2) business days from the SOP posting of the provisioning of the last service order associated with a specific PON.
For sub-metric OR-4-16: 95% of PCNs sent within one (1) business day.
For sub-metric OR-4-17: 95% of BCNs sent within two (2) business days.

Report Dimensions	
Company: • CLEC Aggregate [15] • CLEC Specific	Geography: • Delaware Note: Geography is state specific

Sub-Metrics Timeliness of Completion Notification	
OR-4-01 through OR-4-10	**Metrics Not in Use in Verizon DE**
OR-4-11	**% Completed orders with neither a PCN nor BCN sent**
Description	The percent of EDI PONs for which the last service order has been *provisioning completed* in the Verizon Service Order Processing (SOP) system. The elapsed time begins with the Provisioning completion in SOP of the last service order associated with a specific PON. The PCN and the BCN are considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC. If no PCN and no BCN have been sent in two (2) business days after *provisioning completion*, the order will be captured here in this measure.
Products	CLEC Aggregate: • EDI

Calculation	Numerator	Denominator
	Number of EDI PONs completed that have produced neither a PCN nor a BCN within two (2) business days after the last service order has been updated as *provisioning completed* in SOP.	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in SOP in a month.

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[15] Excludes Verizon Advanced Data Incorporated

Sub-Metrics Timeliness of Completion Notification, continued	
OR-4-12 through OR-4-15	**Metrics Not in Use in Verizon DE**
OR-4-16	**% Provisioning Completion Notifiers sent within one (1) Business Day**
Description	The percent of EDI Provisioning Completion Notifiers (PCNs) sent within one business day of work order completion (WFA completion date) in the Verizon Service Order Processing (SOP) system. The elapsed time begins with the Provisioning completion in the Verizon SOP system of the last service order associated with a specific PON. The PCN is considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to the transmission to the CLEC. The PCNs shall be considered to be timely if Verizon provides them within one business day of the Work Order Completion (WFA completion date) in SOP.
Products	**CLEC Aggregate:** • **EDI**

Calculation	Numerator	Denominator
	Number of EDI PONs completed that produce a PCN within one (1) business day after Work Completion in WFA.	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in the Service Order Processor (SOP) in a month.

OR-4-17	**% Billing Completion Notifiers sent within two (2) Business Days**
Description	The percent of EDI Billing Completion Notifiers (BCNs) sent within two (2) business days of the provisioning order completion in the Verizon SOP system. The elapsed time begins with the completion in the Verizon SOP system of the last service order associated with (provisioning) a specific PON. The BCN is considered sent when the Verizon Netlink system initiates the send of the completed notifier to the CLEC. The notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLECs. The BCNs shall be considered to be timely if Verizon provides them within two (2) business days of the Order Completion in SOP.
Products	**CLEC Aggregate:** • **EDI**

Calculation	Numerator	Denominator
	Number of EDI PONs completed that produce a BCN within two (2) business days after SOP provisioning completion update.	Total number of EDI PONs for which the last service order has been updated as *provisioning completed* in the Service Order Processor (SOP) in a month.

Function:		
OR-5 Percent Flow-Through		

Definition:		

This metric measures the percent of valid orders (LSRs) received through the electronic ordering interface (example includes: Request Manager) that processed directly to the legacy Service Order Processor system (SOP) without manual intervention. These Service Orders require no action by a VZ service representative to input an order into SOP. This is also known as Ordering flow-through.

% Flow-through Achieved: Percent of valid orders received through the electronic ordering interface (Request Manager) that are designed to flow-through and actually flow-through, but excluding those orders that do not flow-through due to CLEC errors.

Appendix H contains a summary of order types that flow-through for VZ and CLECs. Orders designed to flow-through may also fall-out for both VZ and CLECs. Non-flow-throughs include orders that require manual intervention to ensure that the correct action is taken.

Note: Rejected Orders (orders failing basic front-end edits) submitted via LSR are not placed in the PON Master File; therefore, they are not included in the calculation. ASRs do not flow-through by design, and are not included in the OR-5 metric.

Exclusions:		

- VZ Test Orders
- Verizon Advanced Data Incorporated (VADI)

From Achieved Flow-through:
- Orders not eligible to flow-through
     Note: Order types that are designed to flow-through are specified in the scenarios documented in Appendix H.
- Orders with CLEC input errors in violation of published business rules

Performance Standard:		

OR-5-01 No standard developed for total flow-through.
OR-5-03: 95% for % flow-through achieved

Report Dimensions		
Company:	Geography:	
- CLEC Aggregate	- Delaware	

Sub-Metrics		
OR-5-01	**% Flow-through – Total**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Sum of all orders that flow-through for specified product.	Total number of LSR records (orders) for specified product.
OR-5-02	**Metric Not in Use in Verizon DE**	
OR-5-03	**% Flow-through Achieved**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of orders that flow-through for specified product.	Number of flow-through eligible orders.

Function:
OR-6 Order Accuracy

Definition:
This metric measures the percent of orders completed as ordered by the CLEC. Two (2) dimensions are measured. The first is a measure of order confirmations sent from Verizon to the CLEC with error. The second measure is focused on the percent of fields populated correctly on the Verizon order.

Methodology:
For sub-metric OR-6-01, VZ uses a manual audit process of sampled orders. A random sample of approximately 400 orders for Resale, 400 orders for UNE Loop/Complex/LNP, and 400 orders for UNE Platform each month, (20 orders randomly sampled each business day for Resale and UNE respectively) are pulled from Request Manager (for Order Accuracy). VZ compares required fields on the latest version of the LSR to the completed Verizon Service Order(s). Refer to Appendix M for a list of fields reviewed by Verizon.
Verizon samples by centers that process CLEC orders and pulls 20 LSRs per center. Samples are identified using random number generation from Request Manager. Verizon then prints a copy of the FOC within 24 hours (or later if the standard is later for that service type) for that PON and manually evaluates the FOC to determine if the information included is accurate.
For sub-metric OR-6-03, the measure is a percentage of all confirmations sent due to Verizon error against the total number of confirmations sent in the reporting month.

Exclusions:
• Orders entered by the CLEC that flow-through.
• Verizon Advanced Data Incorporated (VADI) Orders.

Performance Standard:
OR-6-01, and OR-6-03 (interim measure) 95% orders without errors.
OR-6-03 (long term measure): not more than 5% of LSRCs resent due to Verizon error.

Report Dimensions	
Company: • CLEC Aggregate	Geography: OR-6-01 and OR-6-02 : PA/DE OR-6-03: Delaware

Sub-Metrics		
Products	Resale	UNE: • Loop/Complex/LNP • Platform
OR-6-01	**% Service Order Accuracy**	
Calculation	**Numerator**	**Denominator**
	Number of orders sampled minus orders with errors for specified product.	Number of orders sampled for specified product.
OR-6-02	**Metric Not in Use in Verizon DE**	
OR-6-03	**% Accuracy – LSRC (Long Term Measure)**	
Calculation	**Numerator**	**Denominator**
	Number of LSRCs resent due to error.	Number of LSRCs.

Function:	
OR-7 % Order Confirmation/Rejects Sent Within Three (3) Business Days	

Definition:
The percent of Resale, UNE Loop, and UNE Platform LSRs confirmed or rejected by Verizon within three (3) business days of receipt as a percent of total LSRs received. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC. **Note:** This is a measure of completeness not timeliness. Source: Master PON File.

Exclusions:
• Cancelled orders. • LSRs that were supplemented prior to confirmation or rejection. • Edit Rejects (negative 99s) that are not eligible for confirmation or rejection. • Test Ids

Report Dimensions	
Company: • CLEC Aggregate [16] • CLEC Specific	Geography: • Delaware

Performance Standard
Metric OR-7-01: 95%.

Sub-Metrics		
OR-7-01	**% Order Confirmation/Rejects Sent Within Three (3) Business Days**	
Products	Resale	UNE Platform UNE Loop
Calculation	**Numerator**	**Denominator**
	Total LSR confirmations and/or rejections sent within three (3) business days of LSR submission.	Total LSRs received during the reporting period.

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[16] Excludes Verizon Advanced Data Incorporated

Function:	
OR-8 Acknowledgement Timeliness	

Definition:
Percent of LSRs Acknowledged On Time: The percentage of LSR acknowledgements within the timeframe specified in the Performance Standard. Time starts with receipt of LSR and ends when an acknowledgement is sent. An electronic acknowledgement indicates that the file met basic edits with valid and complete data and will be processed by VZ. Applies to orders submitted via EDI. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.

Exclusions
• Orders submitted by Web GUI Interface.
• Orders not submitted electronically.

Report Dimensions	
Company: • CLEC Aggregate [17] • CLEC Specific	Geography: • Delaware

Performance Standard
Metric OR-8-01: 95% within two (2) hours.

Sub-Metrics		
OR-8-01	**% Acknowledgements on Time**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of LSR acknowledgements sent within two (2) hours of LSR receipt.	Total number of LSR acknowledgements.

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[17] Excludes Verizon Advanced Data Incorporated

Function:		
OR-9 Order Acknowledgement Completeness		
Definition:		
This metric measures order acknowledgement completeness. The number of LSR acknowledgments sent the same day the LSR is received as a percent of total LSRs received. Orders with invalid or incomplete data are not acknowledged. Orders failing basic front-end edits are included in the denominator. This metric applies to orders submitted via EDI. LSRs received after 10:00PM Eastern Time are considered received the next day. For EDI/NetLink orders, the notifier is considered sent when it is time-stamped after EDI translation and encryption, immediately prior to transmission to the CLEC.		
Exclusions:		
• Orders submitted by Web GUI Interface. • Orders not submitted electronically. • Orders in unreadable files.		
Report Dimensions		
Company: • CLEC Aggregate [18] • CLEC Specific	Geography: • Delaware	
Performance Standard		
Metric OR-9-01: 99%.		
Sub-Metrics		
OR-9-01	**% Acknowledgement Completeness**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of acknowledgements sent the same day the LSR was received.	Total number of LSRs received.

Function:
OR-10 PON Notifier Exception Resolution Timeliness

Definition:
The OR-10 sub-metrics measure the percent of Netlink EDI PON Notifier Exceptions resolved within three (3) business days and ten (10) business days from the day of receipt of the completed PON Notifier Exception trouble ticket template with the PONs in question enumerated with the appropriate identification.

The elapsed time begins with receipt at the Verizon Wholesale Customer Care Center of a completed PON Notifier Exception trouble ticket template with the PONs in question enumerated with the appropriate identification for EDI notifiers (i.e., order acknowledgement (ACK), order confirmation (LSC), provisioning completion (PCN), or billing completion (BCN) notices).

PON Notifier Exceptions received after 5:00PM will be considered received the next business day.

The PON Notifier Exception is considered resolved when Verizon has either:

1. Sent or resent the requested notifier or higher notifier. If the notifier cannot be resent due to CLEC system availability or capacity, then the PON Notifier Exception shall be considered resolved when the resend was attempted as demonstrated in Verizon's log files (copies of these files will be available to CLECs on request).

2. Requested the CLEC to resubmit the PON if no Verizon notifiers have been generated.

3. Completed the investigation showing that the next action is a CLEC action and that the CLEC has been sent or resent the notifier for the action required (E.g. Query, Jeopardy), or Status File for Duplicate, earlier or later version of PON has been worked, PON previously cancelled, invalid PON number.

4. Completed work that will allow the PON to proceed to the next step in the business process, and sent the appropriate notifier to the CLEC.

5. Notified the CLEC that the Confirmed Due Date plus the notifier production interval has not yet passed for requested PON Notifier (PCNs, and BCNs) and provided the current work status of the PON (i.e. Provisioning Completed, Notifier not yet produced). For PCNs and BCNs, Trouble Tickets are not to be initiated prior to or on the Confirmed Due Date; any Trouble Ticket initiated prior to the Confirmed Due Date is automatically considered resolved when the CLEC is provided with electronic notification that the initiation date is prior to the Confirmed Due Date.

CLEC notification for items 2, 3, 4, and 5, will be accomplished via a daily file sent from Verizon to the individual CLEC. This notification file will be sent every day by 5:00PM. For the purposes of this metric the PON Notifier Exception(s) trouble ticket templates for Acknowledgements must be submitted within five (5) business days of the PON sent date. PON Notifier Exceptions for confirmations must be reported within 30 business days of the PON sent date. PON Notifier Exceptions for PCNs, and BCNs must be reported to Verizon within 30 business days of the PON Confirmed Due Date.

Exclusions:
• Non NetLink EDI PON Exception Notifier Trouble Tickets.
• VADI PON Exception Notifier Trouble Tickets excluded from the CLEC aggregate.
• Any request for Notifier for orders due/complete more than 30 business days old.
• Orders for Products/Services that are not designed to produce the requested notifier (e.g. LIDB).

Performance Standard:
OR-10-01: 95% resolved within three (3) business days.
OR-10-02: 99% resolved within ten (10) business days.

Report Dimensions	
Company: • CLEC Aggregate (excluding VADI) • CLEC Specific • VADI (For commission viewing only)	Geography: • Delaware These sub-metrics are reported at a state specific level.

Sub-Metrics		
OR-10-01	**% of PON Exceptions Resolved Within Three (3) Business Days**	
Products for OR-10-01 and OR-10-02	All	
Calculation	**Numerator**	**Denominator**
	Number of PON Notifier Exceptions resolved within three (3) business days.	Total number of PON Notifier Exceptions resolved in the Wholesale Customer Care Center (WCCC) in the reporting month less resolved PON Notifier Exceptions that were included as unresolved PON Notifier Exceptions in the previous month's denominator for metric OR-10-02.
OR-10-02	**% of PON Exceptions Resolved Within ten (10) Business Days**	
Calculation	**Numerator**	**Denominator**
	Number of PON Notifier Exceptions resolved within ten (10) business days.	Total Number of PON Notifier Exceptions resolved in the Wholesale Customer Care Center (WCCC) in the reporting month plus unresolved PON Notifier Exceptions greater than ten (10) business days.

Section 3

Provisioning Performance

(PR)

Function	Number of Sub-metrics
PR-1 Average Interval Offered	10
PR-2 Metrics not in use in Verizon DE	0
PR-3 Completed within Specified Number of Days (1-5 Lines)	7
PR-4 Missed Appointments	9
PR-5 Facility Missed Orders	4
PR-6 Installation Quality	3
PR-7 Metrics not in use in Verizon DE	0
PR-8 Open Orders in a Hold Status	2
PR-9 Hot Cut Performance	2

Function:
PR-1 Average Interval Offered

Definition:

This metric measures the average interval offered for completed and cancelled orders. For **POTS and Specials**, the Average Interval Offered is also known as the Average Appointed Interval. The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day.

Complex Orders include: 2-Wire Digital Services (ISDN) and 2-Wire xDSL Loops and 2-Wire xDSL Line Sharing and Line splitting.

Specials Orders include: All Designed circuits, 4-Wire circuits (including Primary rate ISDN and 4-Wire xDSL services), all DS0, DS1, and DS3 circuits. EEL and IOF are reported separately.

Trunks: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and DD committed to from FOC. Measures service orders completed between the measured dates.

Notes:
(1) The offered intervals for cancelled orders are counted in the month during which the cancellation occurs.
(2) Sub-metrics reported according to line size groupings will be based on the total lines in the orders.

Exclusions:

- VZ Test Orders.
- Orders where customers request a due date (DD) that is beyond the standard available appointment interval. (X Appointment Code[19]).
- Verizon Administrative orders.
- Orders with invalid intervals *(e.g. Negative intervals or intervals over 200 business days – indicative of typographical error).*
- Retail Suspend for non-payment and associated restore orders.
- Orders that have neither completed nor been cancelled.
- Orders requiring manual loop qualification.
  Note: 2-wire xDSL orders that require manual loop qualification have an **R** populated in the *Required* field of the LR (indicating that a manual loop qualification is required).
- Disconnects are excluded from all sub-metrics *except* sub-metric PR-1-12 which measures disconnects.

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[19] Orders that are or should be X appointment coded. Effective 2/00, VZ will automate appointment coding when orders are received via LSOG4. CLECs that are not using LSOG4 are responsible to perform the X coding.

Performance Standard:	
PR-1-01 through PR-1-09 and PR-1-12 (except for both PR–1-01 and PR-1-02 UNE/2Wire xDSL Loops, UNE DSL Line Sharing, and UNE DSL Line Splitting and PR-1-09 UNE IOF, EEL – Backbone, and EEL – Loop): Parity with VZ Retail. PR-1-01 and 1-02, UNE/2Wire xDSL Loops: No Standard. PR-1-01 and 1-02, UNE DSL Line sharing, and UNE DSL Line Splitting: Parity with VADI PR-1-09 UNE IOF, UNE EEL – Backbone and EEL – Loop: No standard, Refer to the EEL and IOF legends on the C2C report templates. The published interval for one (1) to five (5) xDSL loops is six (6) business days (pre-qualified) Refer to the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation . for the specific intervals offered for products and services. After accessing this web-site, scroll down to the heading Product Interval Guides, and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.	

Report Dimensions	
Company: • VZ Retail • VADI [20] • CLEC Aggregate [21] • CLEC Specific	Geography: Delaware

Sub-Metrics – PR-1 Average Interval Offered

PR-1-01	Average Interval Offered – Total No Dispatch	
Products	Resale: • POTS: Residence • POTS: Business • 2-Wire Digital Services	UNE: • POTS - Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus the application date for orders without an outside dispatch in product groups.	Number of orders without an outside dispatch in product groups.
PR-1-02	Average Interval Offered – Total Dispatch	
Products	Resale: • 2-Wire Digital Services	UNE: • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2-Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for orders with an outside dispatch in product groups.	Number of orders with an outside dispatch in product groups.

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[20] Reported for DSL metrics only
[21] Excludes Verizon Advanced Data Incorporated

Sub-Metrics – PR-1 Average Interval Offered (continued)		
PR-1-03	**Average Interval Offered – Dispatch one (1) to five (5) Lines**	
Products	Resale: • POTS: Residence • POTS: Business	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.	Number of POTS orders with an outside dispatch in product groups for orders with one (1) to five (5) lines.
PR-1-04	**Average Interval Offered – Dispatch six (6) to nine (9) Lines**	
Products	Resale: • POTS – Total	UNE: • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.	Number of POTS orders with an outside dispatch in product groups for orders with six (6) to nine (9) lines.
PR-1-05	**Average Interval Offered – Dispatch (≥ 10 Lines)**	
Products	Resale*:* • POTS – Total	UNE*:* • POTS – Platform • POTS – Loop
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for POTS orders with an outside dispatch in product groups for orders with 10 or more lines.	Number of POTS orders with an outside dispatch in product groups for orders with 10 or more lines.
PR-1-06	**Average Interval Offered – DS0**	
Products	Resale*:* • Specials	UNE*:* • Specials
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for Special Services orders for DS0 services.	Number of Special Services orders for DS0 services.
PR-1-07	**Average Interval Offered – DS1**	
Products	Resale*:* • Specials	UNE*:* • Specials
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for Special Services orders for DS1 services.	Number of Special Services orders for DS1 services.
PR-1-08	**Average Interval Offered – DS3**	
Products	Resale*:* • Specials	UNE*:* • Specials
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for Special Services orders for DS3 services.	Number of Special Services orders for DS3 services.

Sub-Metrics – PR-1 Average Interval Offered (continued)		
PR-1-09	**Average Interval Offered – Total**	
Products	UNE: • IOF • EEL – Backbone • EEL – Loop	CLEC Trunks: • Interconnection Trunks (≤ 192 Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks)
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for product group orders.	Number of orders for product group.
PR-1-10 and PR-1-11	**Metrics not in use in Verizon DE**	
PR-1-12	**Average Interval Offered – Disconnects**	
Products	Resale: • POTS (including Complex) • Specials	UNE: • POTS (including Complex) • Specials
Calculation	**Numerator**	**Denominator**
	Sum of committed DD minus application date for product group disconnect (D & F) orders.	Number of orders for product group.

Function:	
PR-2 Metrics Not In Use in Verizon DE	
Definition:	

Function:
PR-3 Completed within Specified Number of Days (1-5 Lines)

Definition:
This metric measures the percent of POTS orders with five (5) or fewer lines completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day zero (0)) that a valid service request is received. **Note:** Orders received after 5:00PM are counted as received the next business day.

Exclusions:

- VZ Test Orders.
- Disconnect Orders.
- Orders where customers request a DD beyond the standard available appointment interval. (X Appointment Code).
- Verizon Administrative orders.
- Orders with invalid intervals *(e.g. Negative Intervals or intervals over 200 business days – indicative of typographical error).*
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end-user or CLEC caused delay.
- Coordinated cut-over Unbundled Network Elements such as loops or number portability orders.

- For sub-metrics PR-3-03, and PR-3-10 2 wire xDSL Loop, and PR-3-03 2 wire xDSL Line Sharing and 2 wire xDSL Line Splitting orders that require a manual loop qualification.
-
    Note: 2-wire xDSL Loop, Line Sharing, and Line Splitting orders that require manual loop qualification have an **R** populated in the *Required* field of the LSR (indicating that a manual loop qualification is required).

For 2Wire Digital, 2Wire xDSL Loop, 2Wire xDSL Line Sharing, and 2Wire xDSL Line Splitting only:
- Orders missed due to facility reasons.

Performance Standard:

PR-3-01, PR-3-06, and PR-3-09: Parity with VZ Retail.

PR-3-03: 2Wire xDSL Line Sharing, and UNE xDSL Line Splitting: 95% within the lesser of three (3) business days OR Parity with VADI
PR-3-08: Hot Cut Loop: 95%
PR-3-10 2Wire Digital Loops: Parity with VADI
PR-3-10 and PR-3-11: 2Wire xDSL Loops: 95%

Refer to the Verizon web-site http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation for information on specific products and services. After accessing this web-site, scroll down to the heading Product Interval Guide and select Resale, UNE, or UNE-P to obtain the interval guide for the desired product group.

Report Dimensions	
Company:	Geography:
• VZ Retail	• Delaware
• CLEC Aggregate	
• CLEC Specific	

Sub-Metrics		
PR-3-01	**% Completed in one (1) Day one (1) to five (5) Lines – No Dispatch**	
Products	Resale*:* • POTS – Total	UNE*:* • POTS – Platform
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is one (1) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-02	**Metric Not in Use in Verizon DE**	
PR-3-03	**% Completed in three (3) Days one (1) to five (5) Lines – No Dispatch**	
Products	UNE*:* • 2 Wire XDSL Line sharing • 2Wire xDSL Line Splitting	
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-04	**Metric Not in Use in Verizon DE**	
PR-3-05	**Metric Not in Use in Verizon DE**	
PR-3-06	**% Completed in three (3) Days one (1) to five (5) Lines – Dispatch**	
Products	Resale*:* • POTS – Total	UNE*:* • POTS – Platform • Loop - New
Calculation	**Numerator**	**Denominator**
	Number of Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is three (3) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.
PR-3-07	**Metric Not in Use in Verizon DE**	
PR-3-08	**% Completed in five (5) days one (1) to five (5) Lines – No Dispatch**	
Products	UNE*:* Hot Cut Loops	
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.	Number of No Dispatch POTS orders with one (1) to five (5) lines.
PR-3-09	**% Completed in five (5) Days one (1) to five (5) Lines – Dispatch**	
Products	Resale*:* • POTS – Total	UNE*:* • POTS – Platform • Loop – New
Calculation	**Numerator**	**Denominator**
	Number of POTS orders with one (1) to five (5) lines where completion date minus application date is five (5) or fewer days.	Number of Dispatch POTS orders with one (1) to five (5) lines.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines) (continued)		
PR-3-10	**% Completed in six (6) Days one (1) to five (5) Lines – Total**	
Products	UNE*:* • 2-Wire xDSL Loops • 2Wire Digital Loops	
Calculation	**Numerator**	**Denominator**
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is six (6) or fewer days.	Number of orders (by specified product) with one (1) to five (5) lines.
PR-3-11	**% Completed in nine (9) Days one (1) to five (5) Lines – Total [22]**	
Products	UNE*:* • 2-Wire xDSL Loops	
Calculation	**Numerator**	**Denominator**
	Number of orders (by specified product) with one (1) to five (5) lines where completion date minus application date is nine (9) or fewer days.	Number of orders (by specified product) with one (1) to five (5) lines.

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[22] Interim performance measure. This metric will be removed upon completion of PO-8 metric.

Function:	
PR-4 Missed Appointments	

Definition:
This metric measures the Percent of Orders completed after the commitment date.

For LNP: The percent of orders completed on time (not early) **DSL Loops** are considered complete if completed on time on the due date. VZ utilizes serial numbers where CLECs provide them to support on-time performance measures. The use of a DD-2 test or a CLECs 800 # has no impact in the determination of a completed DSL loop.

Trunks: Includes reciprocal trunks from VZ to CLEC. For PR-4-03, the percentage of trunks completed for which there was a missed appointment due to CLEC reasons. For PR-4-15, the percentage of trunks completed on or before the order due date.

Metric PR-4-15 includes orders that were Customer Not Ready (CNR), and were completed in the report month. |

Exclusions:
• VZ Test Orders
• Disconnect Orders
• Verizon Administrative orders
• Orders that are not complete. (Orders are included in the month that they are completed)
• Suspend for non-payment and associated restore orders.
• LNP orders without office equipment which do not have a trigger order.
• For PR-4-04, and PR-4-14 2Wire Digital, 2Wire xDSL Loop, 2Wire xDSL Line Sharing, and UNE DSL Line Splitting *only* exclude orders missed for facility reasons.

Performance Standard:
PR-4-01, 4-02, 4-04 and 4-05 (except Line Sharing, Line Splitting, and PR-4-02 CLEC Trunks, PR-4-04 and PR-4-14, UNE 2Wire xDSL Loops): Parity with VZ Retail [23]
PR-4-02 CLEC Trunks: None – Analysis only.
PR-4-03 and 4-08: No standard
PR-4-07 LNP: 95% on Time

PR-4-04 UNE 2Wire xDSL Loop: Not more than 5%
PR-4-14 UNE 2Wire xDSL Loop: 95% on Time.
PR-4-15: CLEC Trunks: 95% on Time
UNE 2Wire xDSL Line Sharing and Line Splitting: Parity with VADI |

Report Dimensions	
Company:
• VZ Retail
• CLEC Aggregate
• CLEC Specific	Geography:
• Delaware

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[23] % Missed Appointment Customer – No Standard – Not in Control of Verizon

Sub-Metrics	
PR-4-01	**% Missed Appointment – Verizon – Total**
Description	The percent of orders completed after the commitment date, due to Verizon reasons.

Products	Resale: • DS0 • DS1 • DS3 • Specials Other	UNE: • EEL • IOF • DS0 • DS1 • DS3 • Specials Other	

Calculation	**Numerator**		**Denominator**
	Number of orders where the Order completion date is greater than the order DD due to Verizon reasons for product group.		Number of orders completed for product group.

PR-4-02	**Average Delay Days – Total**
Description	For orders/trunks missed due to Verizon reasons, the average number of days between the order DD and actual work completion date.

Products	Resale: • POTS • 2-Wire Digital Services • Specials Total	UNE: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials Total • EEL • IOF	Trunks: • CLEC Trunks

Calculation	**Numerator**		**Denominator**
	Sum of the completion date minus DD for orders/trunks missed due to company reasons by product group.		Number of orders/trunks missed for company reasons, by product group.

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-03	**% Missed Appointment – Customer**	
Description	The percent of orders/trunks completed after the commitment date, due to CLEC or end-user delay. (Refer to Appendix B for Customer Miss Codes)	
Products	Resale: • POTS • 2-Wire Digital Services. • Specials	UNE: • POTS • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • EEL • IOF • Specials
		Trunks: • CLEC Trunks
Calculation	**Numerator**	**Denominator**
	Number of orders/trunks where the order completion date is greater than the order DD due to customer reasons for product group.	Number of orders/trunks completed for product group.
PR-4-04	**% Missed Appointment – Verizon – Dispatch**	
Description	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.	
Products	Resale: • POTS • 2-Wire Digital Services.	UNE: • Platform • Loop – New • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of Dispatched Orders where the order completion date is greater than the order DD due to Verizon reasons for product group.	Number of Dispatched Orders completed for product group.

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-05	% Missed Appointment – Verizon – No Dispatch	
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.	
Products	Resale: • POTS • 2-Wire Digital Services.	UNE: • Platform • 2-Wire Digital Services. • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of No Dispatch Orders where the Order completion date is greater than the order DD due to Company Reasons for product group.	Number of No Dispatch Orders Completed for product group.
PR-4-06	**Metric Not in Use in Verizon DE. Measure moved to PR-9 metrics.**	
PR-4-07	% On Time Performance – LNP Only	
Description	Percent of all LNP orders (including both the Trigger and associated disconnect order) where trigger is in place one business day before the disconnect due date and disconnect is completed on or after 11:59PM of the due date. For LNP *only* orders, the percent of LNP (retail disconnect) orders completed in translation on or after due date on the order. Telephone Numbers disconnected early are considered not met.	
Products	UNE: • LNP	
Calculation	**Numerator**	**Denominator**
	Number of LNP orders (1 order = Trigger order and disconnect order), where port trigger is completed one (1) business day before the due date and the retail disconnect is completed on or after 11:59PM of the due date.	Number of LNP orders completed (1 order = Trigger order and disconnect order).
PR-4-08	% Missed Appointment – Customer – Due to Late Order Confirmation	
Description	The percent of orders completed after the commitment date, due to CLEC or end-user delay, where the reason for customer delay is identified as a late order confirmation.	
Products	Resale: • • 2-Wire Digital Services. • Specials	UNE: • 2-Wire Digital Services. • 2-Wire xDSL Loops • • Specials
Calculation	**Numerator**	**Denominator**
	Number of orders where the order completion date is greater than the order DD due to customer reasons (for late Order Confirmation) for product group	Number of orders completed for product group.

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-09 through PR-4-13	**Metric numbers not available in Delaware.**	
PR-4-14	**% Completed On Time – 2-wire xDSL**	
Description	% of 2-wire x DSL Loop completed on time. Complete per VZ and CLEC. A 2Wire xDSL order is considered completed on time if: For CLECs that provide serial numbers; the order is completed on the due date and a serial number is provided or : For CLECs that do ***not*** provide serial numbers; Verizon completed the service on the due date.	
Products	UNE • 2Wire xDSL Loop	
Calculation	**Numerator**	**Denominator**
	Number of all orders completed on or before the DD.	Number of completed orders minus any orders delayed for customer reasons
PR-4-15	**% On Time Provisioning – Trunks**	
Description	The percent of trunks completed on or before the order due date.	
Products	Trunks • CLEC Trunks	
Calculation	**Numerator**	**Denominator**
	The number of trunks where the order completion date is less than or equal to the order due date.	The number of trunks completed within the month.

Function:	
PR-5 Facility Missed Orders	

Definition:
These sub-metrics measure facility missed orders. Additionally, PR-5-04 measures orders that were cancelled five (5) days after the due date. **Note:** The likely reason for such cancellations included in PR-5-04 would be due to a lack of facilities. **Facility Missed Orders:** The Percent of Dispatched Orders completed after the commitment date, where the cause of the delay is lack of facilities. **Facility Missed Orders > 15 or 60 Days**: The percent of Dispatched orders missed for lack of facilities where the completion date minus the appointment date is greater than 15 or 60 calendar days. **Facility Missed Trunks**: The percentage of trunks completed after the commitment date, where the cause of the delay was due to lack of facilities. **Note:** trunks are not dispatched.

Exclusions:
• VZ Test Orders • Disconnect Orders • Verizon Administrative orders • From PR-5-01 through PR-5-03: Orders that are not complete. (Orders are included in the month that they are complete) • Suspend for non-payment and associated restore orders. • From PR-5-04: Orders missed or delayed due to customer reasons.

Performance Standard:
PR-5-01 through PR-5-03 (except Line Sharing and Line Splitting): Parity with VZ Retail. UNE DSL Line Sharing and Line Splitting: Parity with VADI PR-5-04: No Standard. This is a diagnostic measure.

Report Dimensions	
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • Delaware

Sub-Metrics		
PR-5-01	**% Missed Appointment – Verizon – Facilities**	
Description	The percent of Dispatched Orders or trunks completed after the commitment date, due to lack of Verizon facilities.	
Products	Resale: • POTS • Specials • 2-Wire Digital Services.	UNE: • Loop • Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting	Trunks: • CLEC Trunks
Calculation	**Numerator**	**Denominator**
	Number of dispatched orders or trunks where the order completion date is greater than the order DD due to Verizon Facility reasons for product group.	Number of dispatched orders or trunks completed for product group.

Sub-Metrics (continued) Facility Missed Orders	
PR-5-02	**% Orders Held for Facilities > 15 Days**
Description	The Percent of Dispatched Orders or trunks completed more than 15 days after the commitment date, due to lack of Verizon facilities.

Products	Resale: • POTS • Specials • 2-Wire Digital Services.	UNE: • Loop • Platform • Specials • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting.	Trunks: • CLEC Trunks

Calculation	**Numerator**	**Denominator**
	Number of dispatched orders or trunks where the completion date minus DD is 15 or more days for Company Facility reasons for product group.	Number of dispatched orders or trunks completed for product group.

PR-5-03	**% Orders Held for Facilities > 60 Days**
Description	The Percent of trunks completed more than 60 days after the commitment date, due to lack of Verizon facilities. **Note:** trunks are not dispatched.
Products	Trunks: • CLEC Trunks

Calculation	**Numerator**	**Denominator**
	Number of trunks where the completion date minus DD is 60 or more days for Company Facility reasons for product group.	Number of trunks completed for product group.

PR-5-04	**% Orders Cancelled (> five (5) days) after Due Date – Due to Facilities**
Description	The percent of total orders (completed and cancelled) that are cancelled five (5) or more business days after the due date, exclusive of those orders with a customer miss jeopardy code.
Products	UNE: • Loop • 2Wire Digital Services • 2Wire xDSL Loops • Specials

Calculation	**Numerator**	**Denominator**
	Number of cancelled orders cancelled five (5) or more business days after the due date (excluding those orders that missed due to customer reasons).	Number of orders completed or cancelled for the product group within the report month.

Function:	
PR-6 Installation Quality	

Definition:
This metric measures the percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion.
Note: For POTS services, the percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days. This includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Disposition Code 05 includes translation troubles closed via STARMEM automatically by CLEC. Source: NORD

Exclusions:
• Subsequent reports (additional customer calls while the trouble is pending).
• Troubles closed due to customer action.
• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.

Formula:
Installation Troubles (within seven (7) or 30 days) with Disposition Codes 03, 04 and 05 divided by Lines completed multiplied by 100.

Performance Standard:
PR-6-01: Parity with VZ Retail For Found Troubles
PR-6-02 UNE POTS – Loop Hot Cut - % Installation Troubles Reported within seven (7) Days: 2%
PR-6-03: No standard
PR-6-01: UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI

Report Dimensions	
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • Delaware

Sub-Metrics			
PR-6-01	**% Installation Troubles reported within 30 Days**		
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in Verizon's network within 30 days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).		
Products	Resale: • POTS 2 wire digital services (ISDN) • Specials	UNE: • POTS – Loop • Platform • 2-Wire Digital Loops. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within 30 days of trouble report.		Total Lines installed in calendar month.

Sub-Metrics (continued) Installation Quality		
PR-6-02	**% Installation Troubles reported within seven (7) Days**	
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).	
Products	UNE: • POTS – Loop Hot Cut	
Calculation	**Numerator**	**Denominator**
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within seven (7) days of trouble report.	Total Lines installed in calendar month.
PR-6-03	**% Installation Troubles reported within 30 Days – FOK/TOK/CPE**	
Description	The percent of lines/circuits/trunks installed where a reported trouble was not found in the network within 30 days of order completion. Includes Disposition Codes 07, 08, and 09 (Found OK/Test OK) and Disposition Codes 12 and 13 (CPE).	
Products	Resale: • POTS • 2 wire Digital Services (ISDN) • Specials	UNE: • POTS – Loop • POTS – Platform • 2-Wire Digital Services. • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials || Trunks: • CLEC Trunks
Calculation	**Numerator**	**Denominator**
	Number of Not Found, Test OK and CPE troubles with installation activity within 30 days of trouble report.	Total Lines installed in calendar month.

Function:
PR-7 Metrics Not in Use in Verizon DE

Function:
PR-8 Open Orders in a Hold Status

Definition:
This metric measures the number of open orders that at the close of the reporting period have been in a hold status for more than 30 or 90 calendar days, as a percentage of orders completed in the reporting period.

An **open order** is a valid order that has not been completed or cancelled. Open orders in a hold status include:

1. open orders that have passed the originally committed completion date due to VZ reasons; and,
2. open orders that have not been assigned a completion date due to VZ reasons.

Measurement of the 30 and 90 day intervals for open orders that have passed the originally committed completion date due to VZ reasons will commence with such passed originally committed completion date (passed originally committed completion date = Day 0). Measurement of the 30 and 90 day intervals for open orders that have not been assigned a completion date due to VZ reasons will commence with the application date (application date = Day 0).

Exclusions:

- VZ Test Orders.
- Disconnect Orders.
- Verizon Administrative orders.
- Orders that are complete or cancelled.
- Suspend for non-payment and associated restore orders.
- Orders that have passed the committed completion date, or whose completion has been delayed, due to CLEC or end user delay. (including VZ requests for cancellation)
- Orders that at the request of the CLEC or VZ Retail customer have not been assigned a completion date.

Performance Standard:
Parity with Verizon Retail.

UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting performance standard is Parity with VADI..

Report Dimensions

Company	Geography:
• VZ Retail	• Delaware
• CLEC Aggregate	
• CLEC Specific	

Sub-Metrics			
PR-8-01	**Open Orders in a Hold Status > 30 Days**		
Products	Resale: • POTS • 2-Wire Digital Services • Specials	UNE: • POTS • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days.		Total number of orders completed in the reporting period.
PR-8-02	**Open Orders in a Hold Status > 90 Days**		
Products	Resale: • POTS • 2-Wire Digital Services • Specials	UNE: • POTS • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of open orders that at the close of the reporting period have been in a hold status for more than 90 days.		Total number of orders completed in the reporting period.

Function:
PR-9 Hot Cut Loops

Methodology:
This metric measures the percent on-time performance for UNE Hot Cut Loops.
A Hot Cut is considered **complete** when the following situation occurs:
Work is done at the appointed Frame Due Time (FDT) as noted on the LSRC or the work is done at a time mutually agreed upon by the RCCC/CLEC. The time is either within a prescribed interval as noted in the C2C guidelines, or it is a mutually accepted interval agreed upon by Verizon and the CLEC (*e.g. project completes by a certain date*).
Note: If Verizon re-institutes the acceptance testing process, the percent on time measure will include the time it takes to complete acceptance testing.
A Hot Cut is considered **missed** when one of the following occurs:
1. Premature disconnect called in to 1-877-HotCuts (otherwise the disconnect would be captured as a Retail trouble).
2. Work was not done (e.g. work was not turned up to CLEC by some means (e-mail, VMS, direct phone call)) by close of intervals noted under Met Hot Cuts definition due to a Verizon reason (e.g. HFC, late turn-up, due date pushed out due to Verizon action).

Exclusions:
• VZ Test Orders
• Verizon Administrative orders
• Additional segments on orders (parts of a whole order are included in the whole)
• Orders that are not complete. (Orders are included in the month that they are complete)
• If a CLEC cancels an order before the start of a Hot Cut window and VZ performs the Hot Cut, this VZ error will result in a retail trouble report and need not be reflected elsewhere.
From PR-9-09 % Supplemented or Cancelled Orders at Verizon DE request:
• Hot Cuts where no CLEC dial tone was found on DD-2 test and the CLEC was notified of problem
• Hot Cuts where CLEC dial tone was found on DD-2 test and not present on the DD.

Performance Standard:
Hot Cuts:
PR-9-01: 95% completed within window
PR-9-08: No standard
Standard for Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:
one (1) to nine (9) lines: one (1) Hour
10 to 49 lines: two (2) Hours
50 to 99 lines: three (3) Hours
100 to 199 lines: four (4) Hours
200 plus lines: eight (8) Hours
If IDLC is involved – Four (4) hour window (8:00AM to 12:00PM (Noon) or 1:00PM to 5:00PM)[24]. Four (4) hour window applies to start time.

Report Dimensions	
Company:	Geography:
• CLEC Aggregate	• Delaware
• CLEC Specific	

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[24] Only applicable if Verizon DE notified CLEC by 2:30PM Eastern Time on DD-2 that the service was on IDLC

Sub-Metrics – Hot Cut Loops	
PR-9-01	**% On Time Performance – Hot Cut**
Description	Percent of all UNE Loop orders completed within the cut-over window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & Number Portability. Orders disconnected early, and orders cancelled during or after a defective cut due to Verizon reasons are considered not met.
Products	UNE: • Loop – Hot Cut (Coordinated Cut-over)
Calculation	**Numerator**	**Denominator**

	Numerator	**Denominator**
	Number of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on DD.	Number of Hot Cut (coordinated loop orders) completed.
PR-9-02 through PR-9-07	**Metrics not in use in Verizon DE**	

Sub-Metrics – Hot Cut Loops (Continued)		
PR-9-08	**Average Duration of Service Interruption**	
Description	The average repair time (Mean Time to Repair - MTTR) for troubles called in to the 1-877-HotCuts line (Installation troubles)	
Calculation	**Numerator**	**Denominator**
	The sum of the trouble clear date and time minus the trouble receipt date and time for Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) days.	Number of Central Office and Loop troubles (disposition codes 03, 04, and 05) for HotCut Installation troubles reported within seven (7) days.
PR-9-09	**Metric Not in Use in Verizon DE**	

Section 4

Maintenance & Repair Performance

(MR)

Function		Number of Sub-metrics
MR-1	Response Time OSS Maintenance Interface	6
MR-2	Trouble Report Rate	5
MR-3	Missed Repair Appointments	3
MR-4	Trouble Duration Intervals	8
MR-5	Repeat Trouble Reports	1

Function:	
MR-1 Response Time OSS Maintenance Interface	

Definition:
This metric measures the response time defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. For CLECs this performance is measured at the access platform.
Verizon uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in the Appendix A.

Exclusions:
• CLEC Create Transactions – complex create trouble transactions not available to retail.
• EnView transactions

Methodology:
8:00AM to 5:00PM seven (7) days per week, no holiday exclusions.
For VZ retail representatives: Retail performance is reported directly from Common Agent Desktop (CAD). Measurements begin when the CAD server receives a request from the GUI, and end when the CAD server sends a response to the GUI. The create, modify, and request cancellation of trouble transaction measurements, are the sum of the averages of the response times for the initial inquiry transaction (initiated from the blank Trouble Entry (TE) screen), and the requested create, modify, or cancel (initiated from the Trouble Report (TR) screen. The first measurement captures the response time from the time the CAD receives an inquiry request from the user, who enters a TN, and hits the *ok* button on the TE screen, until the data is received from LMOS and CAD sends a TR screen to the user. The second measurement captures the response time from the time CAD receives an "action" request from the user, to the time the LMOS information is received and sent to the GUI. The "action" request initiated from the TR screen can be a create, modify or cancel. If the user cancels the transaction between the first and second measurement, the time from the first measurement is still included in the calculation of the average for the first measurement.
For CLEC representatives: Actual response times reported by RETAS. For Create Trouble includes basic create function.

Performance Standard:
Parity with Retail plus not more than four (4) seconds. Four (4)-second difference allows for variations in functionality.

Report Dimensions	
Company: • VZ Retail • CLEC Aggregate	Geography: • Delaware For Retail; All MR-1 sub-metrics are reported at a state specific level.
Products	• Retail	• CLEC

Sub-Metrics		
MR-1-01	**Average Response Time – Create Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Create Trouble transactions.	Number of Create Trouble transactions.

Sub-Metrics (continued) MR-1 Response Time OSS Maintenance Interface		
MR-1-02	**Average Response Time – Status Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Status Trouble transactions.	Number of Status Trouble transactions.
MR-1-03	**Average Response Time – Modify Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Modify Trouble transactions	Number of Modify Trouble transactions.
MR-1-04	**Average Response Time – Request Cancellation of Trouble**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Request for Cancellation of Trouble transactions.	Number of Request for Cancellation of Trouble transactions.
MR-1-05	**Average Response Time –Trouble Report History (by TN/Circuit)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Trouble Report History transactions.	Number of Trouble History transactions.
MR-1-06	**Average Response Time – Test Trouble (POTS Only)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from *Enter* key to reply on screen for Trouble Test transactions.	Number of Trouble Test transactions.

Function:			
MR-2 Trouble Report Rate			

Definition:

This metric measures the total initial customer direct or referred troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. Loop equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a Disposition Codes of 03 (Drop-wire), 04 (Outside Plant Loop), or 05 (Central Office).

UNE Loop is defined as 2-wire analog loop.

Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.

The Disposition Codes set forth in the CLEC Handbook, Section 8.8 are included in Appendix G.

Exclusions:

- Report rate excludes subsequent reports (additional customer calls while the trouble is pending)
- Troubles reported on VZ official (administrative lines)
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble

Excluded from Total and Loop/CO report rates:
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).

Excluded from MR-2-02 and MR-2-03 for 2 wire xDSL Loops and Line sharing: Installation troubles

Performance Standard:

MR-2-01, MR-2-02, MR-2-03 Report Rate: Parity with Verizon Retail
UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI
      Trunk Retail Equivalent = IXC FGD. Parity should be assessed in conjunction with MTTR
MR-2-04, % Subsequent Reports: No standard
      Parity to be assessed in conjunction with missed appointments.
MR-2-05, % CPE/TOK/FOK Reports: (Customer Premises Equipment, Test OK, Found OK)
      No standard. Used for root cause analysis. For CLEC troubles a not found trouble is coded as CPE.

Report Dimensions

Company:	Geography:
• VZ Retail	• Delaware
• CLEC Aggregate	
• CLEC Specific	

Sub-Metrics

MR-2-01	**Network Trouble Report Rate**		
Products	Resale: • Specials	UNE: • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
POTS:	Number of all trouble reports with found network troubles.		Number of Lines or specials or trunks in service.

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)		
MR-2-02	**Network Trouble Report Rate – Loop**	
Products	Resale: • POTS • 2 wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of all loop trouble reports (Disposition Codes of 03 and 04).	Number of Lines in service.
MR-2-03	**Network Trouble Report Rate – Central Office**	
Products	Resale: • POTS • 2 wire Digital services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of all Central Office trouble reports (Disposition Code of 05).	Number of Lines in service.
MR-2-04	**% Subsequent Reports**	
Description	Subsequent Reports: Additional customer trouble calls received while an existing trouble report is pending. Subsequents are typically status inquiries or customer's calling to change information.	
Products	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of subsequent reports (Field and administrative repeaters for Disposition Codes, 03, 04 and 05).	Number of Total Disposition Codes 03, 04, and 05 troubles reported (Per MR-2-01).

Sub-Metrics – MR-2 Network Trouble Report Rate (continued)		
MR-2-05	**% CPE/TOK/FOK Trouble Report Rate**	
Description	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.	
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting • Specials
Calculation	**Numerator**	**Denominator**
	Number of all CPE (Disposition Codes 12/13), Test OK, and Found OK troubles (Disposition Codes 07, 08, and 09), and No Trouble Found (NTF) for Specials.	Number of lines in service.

Function:	
MR-3 Missed Repair Appointments	

Definition:
These metrics measure the percent of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as percent of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).
Loop is defined as Disposition Codes 03 plus 04. These troubles are always dispatched.
Verizon uses a single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.

Exclusions:
• Missed appointments where the CLEC or end-user causes the missed appointment or required access was not available during appointment interval
• Excludes subsequent reports (additional customer calls while the trouble is pending)
• *Customer Premises Equipment (CPE) troubles
• *Troubles reported but not found (Found OK (FOK) and Test OK (TOK)).
• Troubles closed due to customer action.
• Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.
• Sub-metric MR-3-02 POTS Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched **IN** once and **OUT** once, and the trouble was found on the second dispatch (due to a CLEC error in the initial dispatch direction).
Note: The following *No Access Rule* applies to MR-3 *Missed Repair Appointments* sub-metrics: Exclude records where Verizon dispatches a technician prior to the appointment date, and encounters a *No Access* situation.
* The CPE and FOK/TOK exclusions do not apply to sub-metric MR-3-03.

Performance Standard:
MR-3-01 and MR-3-02 (except 2Wire xDSL Line Sharing and UNE DSL Line Splitting) – Parity with VZ Retail.
MR-3-01 and MR-3-02 UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI
MR-3-03 No standard

Report Dimensions	
Company:	Geography:
• VZ Retail	• Delaware
• CLEC Aggregate	
• CLEC Specific	

Sub-Metrics	
MR-3-01	**% Missed Repair Appointment – Loop**
Products	Resale: • POTS - Business • POTS – Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**

	Number of Loop troubles where clear time is greater than commitment time (missed appointments for (M=X) for Disposition Codes 0300-0499).	Number of Loop troubles (Disposition Codes 03 and 04).

Sub-Metrics – Missed Repair Appointment (Continued)		
MR-3-02	**% Missed Repair Appointment – Central Office**	
Products	Resale: • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of Central Office troubles where clear time is greater than commitment time (missed appointments (M=X) for Disposition Code 05).	Number of Central Office Troubles (Disposition Code 05).
MR-3-03	**% CPE/TOK/FOK – Missed Appointment**	
Products	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting
Calculation	**Numerator**	**Denominator**
	Number of CPE, FOK and TOK troubles where clear time is greater than appointment time for (M=X) Disposition Codes (07, 08, 09, 12, and 13).	Number of CPE, FOK and TOK troubles (Disposition Codes 07,08, 09, 12, and 13).
MR-3-04	**Metric Not in Use in Verizon North**	
MR-3-05	**Metric Not in Use in Verizon North**	

Function:	
MR-4 Trouble Duration Intervals	

Definition:
This metric measures trouble duration intervals. Mean Time to Repair: (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). For **POTS, Resale and UNE Platform,** type services trouble duration intervals are measured on a *running clock* basis. Run clock includes weekends and holidays. For **UNE Loop, UNE 2Wire Digital Loop, and UNE 2Wire xDSL Loop** products, trouble duration intervals are measured on a limited *stop clock* basis. A *stop clock* is used when the customer premises access, provided by the CLEC and its end user, is after the offered repair interval. ***For example,*** if customer premises access is not available on a weekend, the clock stops at 5:00PM Friday, and resumes at 08:00AM Monday. This applies to dispatched out tickets only. For **Special Services** type services and Interconnection trunks, this is measured on a *stop clock* basis *(e.g., the clock is stopped when CLEC testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access).* **Out of Service Intervals**: The percent of Network Troubles that indicate an Out-Of-Service (OOS) condition which was repaired and cleared more than "y" hours after receipt of trouble report. OOS means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The OOS period commences when the trouble is entered into VZ's designated trouble-reporting interface either directly by the CLEC or by a VZ representative upon notification. OOS intervals are measured using the same duration calculations that apply to Mean Time to Repair metrics for that product listed above. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). **Note:** "y" equals hours OOS (2, 4, 12 or 24 hours). **For Special Services:** An OOS condition is defined as follows: Troubles where, in the initial contact with the customer, it is determined that the circuit is completely OOS and not just an intermittent problem (osi = 'y'), and the trouble completion code indicated that a trouble was found within the Verizon network. Verizon uses a single ticket process for misdirected troubles on UNE POTS voice loops (only). This process enables Verizon to redirect a trouble to the opposite end of the circuit after a CLEC made an error in the initial dispatch direction.

Exclusions:
• Subsequent reports (additional customer calls while the trouble is pending) • Customer Premises Equipment (CPE) troubles • Troubles reported but not found (Found OK and Test OK). • Troubles closed due to customer action. • Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble. • For, Sub-metric MR-4-03 POTS Loop Only: exclude *redirected* troubles. A trouble ticket is considered a *redirect* if it was dispatched **IN** once and **OUT** once, and the trouble was found on the second dispatch (due to a CLEC error in the initial dispatch direction). For troubles where the *stop clock* is used: • the time period from when the *stop clock* is initiated until the time when the clock resumes.

Performance Standard:
Parity with VZ Retail (except UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting). UNE Loop measurements will be compared to Retail Business and Residence combined. UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI

Report Dimensions

Company:	Geography:
• VZ Retail • CLEC Aggregate • CLEC Specific	• Delaware

Sub-Metrics – Trouble Duration Intervals			
MR-4-01	**Mean Time To Repair – Total**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform • Loop • 2-Wire Digital Services • Specials non DS0 and DS0 • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office and Loop troubles (Disposition Codes 03, 04 and 05 (Specials – excludes stop time).		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).
MR-4-02	**Mean Time To Repair – Loop Trouble**		
Products	Resale: • POTS- Business • POTS- Residence 2 Wire Digital Services (ISDN)	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting	
Calculation	**Numerator**		**Denominator**
	Sum of the trouble clear date and time minus the trouble receipt date and time for Loop troubles (Disposition Codes 03 and 04).		Number of Loop troubles (Disposition Codes 03 and 04).
MR-4-03	**Mean Time To Repair – Central Office Trouble**		
Products	Resale: • POTS- Business • POTS- Residence • 2 Wire Digital Services (ISDN)	UNE: • POTS – Platform Business • POTS – Platform Residence • POTS - Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting	
Calculation	**Numerator**		**Denominator**
	Sum of trouble clear date and time minus trouble receipt date and time for Central Office troubles (Disposition Code 05).		Number of Total Central Office troubles (Disposition Codes 05).

Sub-Metrics MR-4 Trouble Duration Intervals (continued)			
MR-4-04	**% Cleared (all troubles) within 24 Hours**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN)Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting • Specials non DS0 and DS0 • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of troubles, where the trouble clear date and time minus trouble receipt date and time is less than or equal to 24 hours.		Number of Central Office and Loop troubles (Disposition Codes 03, 04 and 05).
MR-4-05	**% Out of Service > 2 Hours**		
Products			Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of trunk troubles OOS, where the trouble clear date and time minus the trouble receipt date and time is greater than two (2) hours.		Number of Total OOS trunk troubles (Loop and Central Office).
MR-4-06	**% Out of Service > 4 Hours**		
Products	Resale: • POTS • Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform • Specials non DS0 and DS0 • Specials DS1 and DS3	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than four (4) hours.		Number of OOS troubles (Loop and Central Office).
MR-4-07	**% Out of Service > 12 Hours**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN)	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2- Wire xDSL Linesplitting	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 12 hours.		Number of OOS troubles (Loop and Central Office).

Sub-Metrics MR-4 Trouble Duration Intervals (continued)		
MR-4-08	**% Out of Service > 24 Hours**	
Products	Resale: • POTS-Business • POTS-Residence • 2 Wire Digital Services (ISDN) • Specials non DS0 and DS0 • Specials DS1 and DS3	UNE: • Platform Business • Platform Residence • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting • Specials non DS0 and DS0 • Specials DS1 and DS3	Trunks: • CLEC Trunks

Calculation	**Numerator**	**Denominator**
	Number of troubles OOS, where the trouble clear date and time minus trouble receipt date and time is greater than 24 hours.	Number of OOS troubles (Loop and Central Office).
MR-4-09	**Metric Not in Use in Verizon DE**	
MR-4-10	**Metric Not in Use in Verizon DE**	

Function:
MR-5 Repeat Trouble Reports

Definition:
This metric measures the percent of troubles cleared that have an additional trouble reported/cleared within 30 days for which a network trouble (Disposition Codes 03, 04, or 05) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report that occurred within the last 30 calendar days of the previous trouble. Any trouble, regardless of the original Disposition Code, that repeat as a Disposition Code 03, 04, or 05 will be classified as a repeat report with the exception of those exclusions listed in Section A below.
The identification of a repeat report and the scoring (number of days since original report) is based on the Close Date of the original report (often referred to as the "OR") to the Close Date of the repeater.

Exclusions:
Section A:

A report is not scored as a *repeat* when the original reports are:
- For Loop troubles *(e.g. analog loop, 2Wire Digital Loops, and 2Wire xDSL Loops)* a repeat is not scored when the original report is no access or misdirected.
    1. An initial trouble may only be closed to a *No Access* disposition code if access is not available within the appointment window.
    2. An original report that was closed to No Trouble Found (NTF), Found OK (FOK), or Customer Premises Equipment (CPE) is deemed to have been *misdirected* if the trouble is found in a second report that was dispatched in the opposite direction.

Section B:

Excluded from the *repeat* reports are:
- subsequent reports (additional customer calls while the trouble is pending)
- CPE troubles
- Troubles reported but not found upon dispatch (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer reported a trouble.
- Troubles that are reported in the PR-6-01 % Installation Troubles Reported within 30 Days metric.

Performance Standard:
Parity with VZ Retail (except UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting)
UNE 2Wire xDSL Line Sharing and UNE DSL Line Splitting: Parity with VADI.

Report Dimensions	
Company:	Geography:
- VZ Retail - CLEC Aggregate - CLEC Specific	- Delaware

MR-5 Sub-Metrics			
MR-5-01	**% Repeat Reports within 30 Days**		
Products	Resale: • POTS • 2 Wire Digital Services (ISDN) • Specials	UNE: • Platform • Loop • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL Line Sharing • 2Wire xDSL Line Splitting • Specials	Trunks: • CLEC Trunks
Calculation	**Numerator**		**Denominator**
	Number of Central Office and Loop troubles that had previous troubles within the last 30 days. (Disposition Codes 03, 04, and 05, that repeated from Disposition Codes < 14). (Repeat Flag is set)		Total Central Office and Loop Found troubles (Disposition Codes 03, 04 and 05) within the calendar month.

Section 5

Network Performance

(NP)

Function		Number of Sub-metrics
NP-1	Percent Final Trunk Group Blockage	4
NP-2	Collocation Performance	8

Network Performance (NP)

Function:
NP-1 Percent Final Trunk Group Blockage

Definition:
The percent of Final Trunk Groups that exceed blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of VZ trunk groups exceeding the applicable blocking design threshold will be reported. Data collected in a single study period to monitor trunk group performance is a sample and is subject to statistical variation based upon the number of trunks in the group and the number of valid measurements. With this variation, for any properly engineered trunk group, the measured blocking for a trunk group for a single study may exceed the design-blocking threshold. [Tables specify the blocking threshold (Service Threshold) under which Verizon operates, above which it is statistically probable that the design blocking standard is not being met and the trunk group requires servicing action. For B.005 design, this is trunk-groups exceeding a threshold of about 2% blocking.]
For this measure, VZ Retail Trunks are defined as Common Final Trunks carrying Local Traffic between offices. Typical common final trunks are between end-offices and access tandems.
CLEC Trunks are dedicated final trunks carrying traffic from the VZ tandem to the CLEC.
Final trunks are reported in the state where the tandem is located. The tandem serving DE end offices is located in PA. Therefore, final trunks carrying traffic for Verizon end offices located in DE will be included in the PA reported results.[25]

Exclusions:
Trunks not included:
• IXC Dedicated Trunks
• Common Trunks carrying only IXC traffic
VZ will electronically notify CLECs (operational trunk staffs), of the following situations for blocked trunks. This notification will identify that VZ has identified a blocked trunk group and that the trunk group should be excluded from VZ performance. Unless the CLEC responds back with documentation that the information on the condition is inaccurate, the trunk group will be excluded:
• Trunks blocked due to CLEC network failure
• Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk
• Trunks blocked where CLEC order for augmentation is overdue
• Trunks blocked where CLEC has not responded to or has denied VZ request for augmentation
• Trunks blocked due to other CLEC trunk network rearrangements.

Performance Standard:
Because common trunks carry both retail and CLEC traffic, there will be parity with Retail on common trunks.
For individual trunk groups carrying traffic between VZ and CLECs, VZ will provide an explanation (and action plan if necessary) on individual trunks blocking for two months consecutively. An individual trunk should not be blocked for three consecutive months.
End User Standard:
602.1(m)   Final Trunk Group - The last choice group of common interoffice communications channels for the routing of local, operator and/or toll calls.
603.3(g)   Percent Final Trunk Group Blockages. This metric is defined as the monthly percentage of blocked calls on any local, toll, and local operator final trunk groups and has a performance threshold of 3.0% or less for each final trunk group.
603.4(d)(3)   For Percent Final Trunk Group Blockages, a Service Inquiry Report shall automatically be filed whenever performance is not at or better than 3.0 percent for three consecutive months.

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[25] When Verizon implements a separate tandem in DE, the CLEC traffic for Verizon end offices located in DE will be rehomed to the DE tandem. At that time, dedicated final trunk group measurements will be reported.

Report Dimensions – NP-1 Percent Final Trunk Group Blockage		
Company: • VZ Retail • CLEC Aggregate • CLEC Specific	Geography: • Delaware	
Products	Trunks: • CLEC Trunks	
Sub-Metrics		
NP-1-01	**% Final Trunk Groups Exceeding Blocking Standard**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold for one (1) month exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Total number of final trunk groups.
NP-1-02	**% Final Trunk Groups Exceeding Blocking Standard (No Exceptions)**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold.	Total number of final trunk groups.
NP-1-03	**Number Final Trunk Groups Exceeding Blocking Standard – Two (2) Months**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold, for two (2) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.
NP-1-04	**Number Final Trunk Groups Exceeding Blocking Standard – Three (3) Months**	
Calculation	**Numerator**	**Denominator**
	Number of Final Trunk Groups that exceed blocking threshold, for three (3) consecutive months, exclusive of trunks that block due to CLEC network problems as agreed by CLECs.	Not applicable.

Function:
NP-2 Collocation Performance

Definition:
This metric includes collocation arrangements ordered via both the state and federal tariffs. Both state and federal collocation arrangements are provisioned in accordance with the intervals listed in the state tariff. **Interval:** The average number of business days between order application date and completion or between order application date and response (notification of space availability) date. The application date is the date that a valid service request is received. A valid service request is a service request that was populated in accordance with the collocation application instructions found on web-site: http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation. Refer to the state tariff in effect for interval information. The state tariffs are contained on web-site http://www.bell-atl.com/tariffs_info/intra/index.htm for specific collocation intervals (specific timelines and stop clocks are listed in the tariff). After accessing this web-site, select the desired state to access the state-specific tariffs. **Completions:** VZ will not be deemed to have completed work on a collocation case until the arrangement is suitable for use by the CLEC, and the cable assignment information necessary to use the facility has been provided to the CLEC.

Exclusions:
• None

NP-2 Collocation Formula:	
Interval:∑ (Committed DD) minus the Application Date) divided by the Number of Arrangements. % On Time: Number of Arrangements completed on DD (adjusted for milestone misses) divided by Number of Arrangements completed multiplied by 100. Delay Days: :∑ (Actual Completion Date minus the Committed DD (adjusted for milestone misses)) divided by the Number of Arrangements where DD is missed. Milestone misses Milestone timeline attached in the appendix.	

Performance Standard:	
The collocation performance standards are based on the state tariff in effect for collocation. Refer to the web-site http://www.bell-atl.com/tariffs_info/intra/index.htm for specific collocation intervals. NP-2-01, NP-2-02, NP-2-05 and NP-2-06 Physical and virtual: 95% On Time NP-2-032-04, 2-07 and 2-08: No standard. Average metric calculations do not have a standard. These metrics show the average interval; the actual standards are listed in the state tariff.	

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific	Geography: • Delaware
Products **NP-2-01 and NP-2-02**	• New Applications • Augment Applications

Sub-Metrics		
NP-2-01	**% On Time Response to Request for Physical Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of requests for Physical Collocation arrangements where a response to the request was due in report period and was answered on time.	Number of requests for Physical Collocation where the initial response was due in report period.
NP-2-02	**% On Time Response to Request for Virtual Collocation**	
Calculation	**Numerator**	**Denominator**
	Number of requests for Virtual Collocation arrangements where a response to the request was due in report period and was answered on time.	Number of requests for Virtual Collocation where the initial response was due in report period.
NP-2-03	**Average Interval – Physical Collocation**	
Products	• New Applications	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for Physical Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Physical Collocation arrangements completed.

Sub-Metrics NP-2 Collocation Performance (continued)		
NP-2-04	Average Interval – Virtual Collocation	
Products	• New Applications • Augment Applications	
Calculation	**Numerator**	**Denominator**
	Sum of duration from application date to completion date for Virtual Collocation arrangements completed during report period. (Excludes time for CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-05	% On Time – Physical Collocation	
Products	• New Applications • Augment Applications	
Calculation	**Numerator**	**Denominator**
	Number of Physical Collocation arrangements completed on or before DD (including DD extensions resulting from CLEC milestone misses).	Number of Physical Collocation arrangements completed.
NP-2-06	% On Time – Virtual Collocation	
Calculation	**Numerator**	**Denominator**
	Number of Virtual Collocation arrangements completed on or before DD (including DD extensions resulting from CLEC milestone misses).	Number of Virtual Collocation arrangements completed.
NP-2-07	Average Delay Days – Physical Collocation	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual Physical Collocation arrangement due completion date and DD for missed Physical Collocation arrangements (including DD extensions resulting from CLEC milestone misses).	Number of missed Physical Collocation arrangements.
NP-2-08	Average Delay Days – Virtual Collocation	
Calculation	**Numerator**	**Denominator**
	Sum of duration between actual Virtual Collocation arrangement due completion date and DD for missed Virtual Collocation arrangements (including DD extensions resulting from CLEC milestone misses).	Number of missed Virtual Collocation arrangements.

Section 6

Billing Performance

(BI)

Function		Number of Sub-metrics
BI-1	Timeliness of Daily Usage Feed	1
BI-2	Timeliness of Carrier Bill	1
BI-3	Billing Accuracy and Claims Processing	2

Billing Performance (BI)

Function:
BI-1 Timeliness of Daily Usage Feed

Definition:
The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed (DUF). Measured in percentage of usage records transmitted within four (4) business days. One report covers both UNE and Resale.   For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch.   Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and holiday usage is captured on the next business day.   Usage for all CLECs is collected at the same time as VZ's.
Note:
•   Verizon DE monitors the level of service order errors with the potential of delaying usage feeds;
•   Verizon DE monitors the timeliness of the usage feed to the process on a daily basis; and
Verizon DE offers its CLEC customers the option of receiving EMI usage feeds through the Network Data Mover (NDM) process to increase the timeliness of delivery.

Exclusions:
Verizon Test Orders

Formula:
(Total usage records in "y" business days divided by the total records on file) multiplied by 100
Note: y = 4

Performance Standard:
Process is Designed at parity with Retail
BI-1-02: 95% in Four (4) Business Days

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific	Geography: • Delaware

Sub-Metrics		
BI-1-01	**Metric Not in Use in Verizon DE**	
BI-1-02	**% DUF in four (4) Business Days**	
Calculation	**Numerator**	**Denominator**
	Number of usage records on daily usage feed tapes processed during month, where the difference between current date and call date is four (4) days or less.	Number of Usage Records on DUF tapes processed during month.
BI-1-03	**Metric Not in Use in Verizon DE**	
BI-1-04	**Metric Not in Use in Verizon DE**	

Function:		
BI-2 Timeliness of Carrier Bill		

Definition:

The percent of carrier bills sent to the carrier, unless the CLEC requests special treatment, within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges.

Exclusions:

Verizon Test Orders

Formula:

(Number of Bills sent within 10 business days divided by Number of Bills sent) multiplied by 100.

Performance Standard:

98% in 10 Business Days

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• Delaware

Sub-Metrics

BI-2-01	**Timeliness of Carrier Bill**	
Calculation	**Numerator**	**Denominator**
	Number of carrier bills sent to CLEC [26] within 10 business days of bill date.	Number of Carrier Bills distributed.

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[26] Sent to Carrier, unless other arrangements are made with CLEC

Function:	
BI – 3 Billing Accuracy & Claims Processing	

Definition:
• These sub-metrics measure the promptness with which Verizon acknowledges and resolves CLEC billing adjustment claims. (Note specific content of acknowledgement and resolution statement to be discussed at an operational meeting date TBD). Business hours for receipt of billing claims are Monday through Friday, 8:00AM until 5:00PM, excluding Verizon legal holidays;
• CLEC billing adjustment claims received outside these business hours shall be considered received at 8:00AM on the first business day thereafter.
• Day of receipt shall be considered Day zero (0) for computing acknowledgement performance.
• Day of acknowledgement of a billing claim is considered Day zero (0) for computing resolution performance.

Exclusions:
• CLEC claims for adjustments such as: charges for directories, incentive regulation credits, credits for performance remedies, out-of-service credits, and special promotional credits.

Performance Standard:
BI-3-04: 95% within two (2) business days
BI-3-05: 95% within 28 calendar days (after acknowledgement).

Report Dimensions	
Company: • CLEC Aggregate	Geography: • Delaware These sub-metrics are reported at a state specific level.

Sub-Metrics		
BI-3-01 through BI-3-03	**Metrics not in use in Verizon North**	
BI-3-04	**% CLEC Billing Claims Acknowledged within two (2) Business Days**	
Calculation	**Numerator**	**Denominator**
	Number of billing claims acknowledged during the month within two business days.	Total number of valid/complete billing adjustment claims acknowledged during the month.
BI-3-05	**% CLEC Billing Claims Resolved within 28 Calendar Days After Acknowledgement**	
Calculation	**Numerator**	**Denominator**
	Number of billing adjustment claims during the month resolved within 28 calendar days after acknowledgement.	Total number of billing adjustment claims resolved during the month.

Section 7

Operator Services & Directory Assistance

(OD)

	Function	Number of Sub-metrics
OD-1	Operator Services/Directory Assistance – Speed of Answer	2
OD-2	LIDB, Routing and OS/DA Platforms	0

Operator Services and Databases (OD)

Function:		
OD-1 Operator Services/Directory Assistance – Speed of Answer		
Performance Standard:		
Standard: Average Speed of Answer provided at parity with Verizon retail.		
Exclusions:		
• None		
Report Dimensions		
For metric OD-1-01 Operator Services – Speed of Answer Company: • Delaware Retail (and Resale) • Delaware CLEC (facility based and UNE-P) For metric OD-1-02 Directory Assistance – Speed of Answer • Delaware Retail (and Resale) • Delaware Operator Service Centers [27]	Geography: • Delaware[28]	
Sub-Metrics		
OD-1-01	**Average Speed of Answer – Operator Services**	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.
OD-1-02	**Average Speed of Answer – Directory Assistance**	
Calculation	**Numerator**	**Denominator**
	Sum of call answer time from the time the calls enter the queue for an operator to the time the calls are answered by an operator.	Number of Calls Answered.

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[27] If no DE CLEC traffic is handled by these centers, the data will not be reported.

[28] Operator Services CLEC results are reported combined for PA/DE. When Verizon implements state specific reporting capability for Operator Services, results will be reported for DE only. Directory Assistance CLEC results are reported state specific for DE.

Function:
OD-2 LIDB, Routing and OS/DA Platforms
Performance Standard:
LIDB:
• LIDB reply rate to all query attempts: Bellcore produced standard
• LIDB query time out: Bellcore produced standard
• Unexpected data values in replies for all LIDB queries: 2%
• Group troubles in all LIDB queries Delivery to OS Platform: 2%
800 Database: Bellcore produced standard
AIN: Bellcore produced standard
Metrics Not Reported:
Verizon DE does not report this performance area.

Section 8

General and Miscellaneous Standards

(GE)

Function		Number of Sub-metrics
GE-1	Directory Proofs	0
GE-2	Poles, Ducts, Conduit and Rights of Way	0

General (GE)

Function:
GE-1 Directory Proofs
Performance Standard:
VZ does not provide directory proofs to CLECs. VZ provides Listing Verifications Report 90 days before close out date and provides a Directory Listings view of Listings through the Web-GUI. All business rules are documented in the CLEC and Reseller Handbook.
Metrics Not Reported:
Verizon DE does not report this performance area.

Function:
GE-2 Poles, Ducts, Conduit and Rights of Way
Performance Standard:
Verizon DE has specific performance guidelines contained in its pole attachment and conduit license agreements that are consistent with applicable Federal and State requirements. Verizon DEwill respond to requests for its engineering records information, and requests for access to its carrying plant in accordance with Verizon's specific performance guidelines.
Metrics Not Reported:
Verizon DE does not report this performance area.

Glossary

Application Date	The date that a valid order is received.
ASR	Access Service Request
VZ Administrative Orders	Orders completed by VZ for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for VZ official lines. [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV].
Basic Edits	Front-end edits performed by Request Manager prior to order submission. Basic Edits performed against Request Manager provided source data include the following validations: State Code must equal NY, CT, MA, ME, NH, VT, RI; CLEC Id can not be blank; All dates and times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via VZ Change Control procedures.
Collocation Milestones	Refer to the state tariff for specific collocation intervals.

In Physical Collocation, the CLEC and VZ control various interim milestones they must meet to meet the overall intervals. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day).

Prior to the CLEC beginning the installation of its equipment, the CLEC must sign the VZ work completion notice, indicating acceptance of the multiplexing node construction work and providing VZ with a security fee, if required, as set forth in Section 5.5.5. Payment is due within 30 days of bill date. The CLEC may not install any equipment of facilities in the multiplexing node(s) until after the receipt by VZ of the VZ work completion notice and any applicable security fee.

In Virtual Collocation, VZ and the CLEC shall work cooperatively to jointly plan the implementation milestones. VZ and the CLEC shall work cooperatively in meeting those milestones and deliverables as determined during the joint planning process. A preliminary schedule will be developed outlining major milestones including anticipated delivery dates for the CLEC-provided transmission equipment and for training. |

Change Management Notices	Change Management Notices are notices sent to the CLECs to notify CLECs of scheduled interface-affecting changes.
CLEC Trunk requests	< = 192 Forecasted Trunks are requests for 192 trunks or less that are forecasted by the CLEC and are not projects. > 192 and Unforecasted Trunks are requests that are for greater than 192 trunks, or are not forecasted by the CLEC, or are projects.
Common Final Trunk Blockage:	Common final trunks carry traffic between VZ end offices and the VZ access tandem, including local traffic to VZ customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of VZ common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. In all but the Washington Metropolitan area, local common trunks are engineered at the B.005 level. In the Washington Metropolitan area, common trunks are engineered at the B.01 level.
Common Trunks:	**High Usage Trunks** carry two-way local traffic between two VZ end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon New York geographies. **Final Trunks**: (All Verizon except New York LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. **Final Trunks – Local** (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour. **Final Trunks – IXC** (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official Verizon Lines
Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a VZ end user to a CLEC completed with manual coordination by VZ and CLEC technicians to minimize disruptions for the end user customer. Also known as a Hot Cut. These all have fixed minimum intervals.
CPE	Customer Premises Equipment.
Cut-Over Window	Amount of time from start to completion of physical cut-over of lines: One (1) to nine (9) lines: one (1) hour 10 to 49 lines: two (2) hours 50 to 99 lines: three (3) hours 100 to 199 lines: four (4) hours 200 plus lines: eight (8) hours

Dedicated Final Trunks Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a VZ Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.
Dedicated Trunks	**High Usage Trunks – CLEC Interconnection**: carry one-way traffic from a CLEC end office to a Verizon Tandem Office **or** carry two-way local traffic between a Verizon end-office and a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. These trunks are ordered by the CLEC.
	Final Trunks – CLEC Interconnection: carry one-way traffic from a CLEC end-office to a Verizon Tandem Office **or** carry two-way traffic between an end-office and a tandem switch. CLECs order these trunks from VZ and engineer to their desired blocking design threshold.
	High Usage Trunks – VZ to CLEC Interconnection: carry one-way local traffic from a Verizon end-office to a CLEC end-office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs.
	Final Trunks – VZ to CLEC Interconnection: carry one-way traffic from a VZ end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs.
	High Usage Trunks – IXC Feature Group D: carry two-way traffic between a Verizon end-office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. IXCs order these trunks from VZ.
	Final Trunks – IXC Feature Group D: carry two-way traffic between and end-office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. IXCs order these trunks from VZ.
Dispatched Orders:	An order requiring dispatch of a Verizon Field technician outside of a Verizon Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with six (6) to nine (9) lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 03 or 04.
Disposition Codes	The code assigned by the Field Technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed:
FOC	Firm Order Confirmation.
Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of receiving the trouble from the customer. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).

Loop Qualification	Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for ISDN services or xDSL services.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the ordering interface (EDI, WebGUI) and requiring no manual intervention to be entered into the SOP.
Missed Appointment Codes	Verizon Missed Appointment Codes: CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming, CO = Company Other Customer Missed Appointment Codes: SA = Customer Access, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date
Negotiated Intervals	A process whereby Verizon DE and the CLEC discuss and come to a mutual agreement on a delivery date of requested services. This agreement should be based on customer, CLEC and Verizon DE requirements; including but not limited to equipment, facility and work resources required for completing the requested services. Both the CLEC and Verizon DE should be able to explain the requirements and positions for the discussion.
Network Troubles	Troubles with a disposition code of 03 (Drop Wire), 04 (Loop), or 05 (Central Office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a VZ representative into the VZ Service Order Processor (SOP) system. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in the Central Office, including frame wiring and translation troubles. Disposition Codes 05.
No-Dispatch Orders:	Orders completed without a dispatch outside a Verizon Central Office. Includes orders with translation changes and dispatches inside a Verizon Central Office.
Orders with ≥ six (6) lines:	In all geographic areas, a facility check is completed on orders greater than five (5) lines.
OSS	Operations Support Systems
Parsed CSR	The Parsed CSR transaction returns fielded Customer Service Record data to the customer when the PARSEIND field = **Y** on the inquiry. The parsed CSR transaction enables CLECs to populate their ordering template. This transaction is available on EDI and CORBA. The Verizon Parsed CRS transaction supports POTS accounts, it currently does not support complex accounts including ISDN and Centrex.
POTS Total (Business/Residence)	Plain Old Telephone Services (POTS) include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS include Centrex, and PBX trunks.
POTS – Total (All)	POTS Services All includes Business (simple), Residence (simple) plus ISDN BRI (complex).
PON	Purchase Order Number: Unique purchase order provided by CLEC to VZ placed on LSRC or ASR as an identifier of a unique order.

Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA) or request out of the ordinary requiring special coordination, such as rearrangements is considered a project. For Special Services ordered via ASRs the following is considered a project: UNE IOF Projects – New connects: The A or Z end of the circuit must be at the same location, and the number of circuits for DS1 is eight (8) or more circuits, and for DS3 is eight (8) or more circuits. UNE Loop Projects – New connects: The A or Z end of the circuit must be at the same location, and the number of circuits to qualify for a project are : for DS1 = 10 or more circuits, for DS3 10 or more circuits. Coordinated Conversions (when one CLEC assumes another CLECs circuits due to bankruptcy, takeovers or mergers): For additional information on Special Services projects, refer to the CLEC Handbook.
Reject	An order is rejected when there are omissions or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.
SOP	Service Order Processor
Special Services	Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, non access service (access services are defined as those purchased under the state or federal access tariff by a wholesale/carrier customer). Any service or element involving circuit design purchased by a Verizon retail customer, regardless of state or federal access tariff. Excludes trunks. IOF and EEL are separately reported for provisioning.
Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access.
Suspend/Restore Orders	Includes: (a) orders to suspend Verizon Retail customer service for non-payment and to restore service suspended for non-payment; and (b) for Resale service, CLEC orders to suspend CLEC customer service for non-payment and to restore service suspended for non-payment, provided such orders are submitted to Verizon as orders to suspend for non-payment and restore service suspended for non-payment, pursuant to Verizon's CLEC suspend for non-payment service.
Test Orders	Orders processed for "fictional" CLECs for VZ to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL','NYNX','ZKPM','ZPSC','ZTKP','ZTPS','ZJIM'.
TGSR	Trunk Group Service Request. A request that CLECs submit to Verizon to request augmentation to the Verizon network to accommodate an increase in CLEC volume.

Two wire digital ISDN Loop	2-Wire unbundled digital loop (previously called 2-Wire Digital Loop) that is compatible with ISDN basic Rate service. It is capable of supporting simultaneous transmission of two (2) B channels and One (1) D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in Verizon's Central Office where the end user is served. The 2-wire digital – ISDN BRI loop, currently offered by Verizon, is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service which operates digital signals at 160 kilobytes per second (kbps). The 2-wire digital – ISDN BRI loop is only available to the CLEC for use in conjunction with the provision of local exchange service and exchange access to its end-users.
VADI	Verizon Affiliate Data Incorporated (VADI) is either the separate data affiliate or the office or division within Verizon that provides retail xDSL services.

Product identification descriptions:

Retail	Major Customer Name/Number entered on Provisioning order first four (4) characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first four (4) characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders Ordering: ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order- first four (4) characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. Ordering: ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'
POTS - Total	Two-wire analog service with a telephone number and POTS class of service. Includes analog loop (SVGAL). Ordering: • Service order classification of ordering master rec = 0 Provisioning: • Pots Orders are defined as not having a circuit layout (CL_FID IS NULL) or are not for ISDN service (SCM_2 IS NULL) Maintenance: • Class Service = 04/05/06/07/08/09/10/13/19/20/21
Complex:	Provisioning: • ISDN Basic Rate: Secondary Service Code Modifier (SCM_2) is not blank • ISDN Primary: Service Code Modifier (SCM) begins with "IB" • 2-Wire Digital Services • 2-Wire xDSL Services

Special Services	Special Services are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, 4 wire xDSL Services, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). Ordering: • Service order classification of ordering master rec = 1 Provisioning: • CL_FID is not NULL Maintenance: • Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Verizon line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location), or in the Central Office (the trouble was found within the Verizon Central Office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (cktid character 4 for a length of 2) indicates non-UNE access tariff filing.
For Trunks:	For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon Central Office), Maintenance Center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.

ATTACHMENT D

Trunk Maintenance:

Included are all Message Trunk troubles reported by the customer that were caused by a problem within the Verizon network. This does not include troubles for (Special Access) circuits under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.

Measure Trunks:	criteria
total lines	Count of all Message Trunks that are currently working…I.e. provisioning work is complete.
total network troubles	trouble close out code indicates the trouble was found in the facility or central office part of the Verizon Network - trbl_cd is "FAC" or "CO" .
Network trouble report rate	total network troubles divided by total working lines then multiply by 100
mean time to repair	average (mean) of all duration times for receipt of the trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer ….avg (actual_dur) ….the actual_dur field does not contain any time where the Verizon technician could not gain access to the customer location.
out of service	This is used as the divisor for all of the out of service metrics…..upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Verizon network (trbl_cd is "FAC" or "CO")
out of service over 24	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility or Central office network (trbl_cd is "FAC" or "CO").
% out of service over 24	total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100

repeats	Total troubles entered - where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (rpr_flag is 'y') where trouble close out code indicates trouble was found within the Verizon Network.
% repeats	Total repeated troubles divided by total troubles…then multiply by 100.

Trunks:

trouble code	the code that identifies the type of trouble found
Repeat	The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit.
out of service indicator	The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. **For designed circuits the flag is always set to y**

Specials Services Maintenance:

Included are all special service troubles reported by the customer that were caused by a problem within the Verizon network. This does not include troubles for special access circuits under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Verizon line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (cktid character 4 for a length of 2) indicates access tariff filing. table will be provided.

Measure Special Services:	Criteria
total lines	count circuits where center (MCTR) is not blank, not an official service (cktid 8,1) is not z (lines are in a different data base than specials and the circuit id field has a different layout),and only count 1 end of a point to point circuit (CKLEND='z') z indicates customer location.
total network troubles	trouble close out code indicates the trouble was found in the facility or central office piece of the special services circuit - trbl_cd is "FAC" or "CO" .
Network trouble report rate	total network troubles divided by total working lines then multiply by 100.
total troubles loop	trouble close out code indicates the trouble was found in the facility portion of the Verizon Network - (trbl_cd is "FAC")

network trouble report rate- loop	total troubles loop divided by total lines multiply by 100
total troubles "CO"	trouble close out code indicates the trouble was found in the central office portion of the Verizon Network - (trbl_cd is "CO").
network trouble report rate - co	total troubles central office divided by total lines then multiply by 100.
mean time to repair	Average (mean) of all duration times for receipt of the trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer ….avg(actual_dur) ….the actual_dur field does not contain any time where the Verizon technician could not gain access to the customer location.

Special Services:

mean time to repair loop	average (mean) of all duration times for receipt of the loop trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer ….avg(actual_dur) and trbl_cd is "FAC"….the actual_dur field does not contain any time where the Verizon technician could not gain access to customer location
mean time to repair co	average (mean) of all duration times from receipt of the CO trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer …avg(actual_dur) and trbl_cd is "CO"…the actual_dur field does not contain any time where the Verizon Technician could not gain access to the customer location or the customer was verifying the status of the circuit.
out of service	This is used as the divisor for all of the out of service metrics…..upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Verizon network (trbl_cd is "FAC" or "CO").
out of service loop	This is used as the divisor for all of the loop out of service metrics…..upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated a trouble was found within the LOOP piece of the Verizon network (trbl_cd is "FAC").
out of service co	This is used as the divisor for all of the CO out of service metrics…..upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the CO piece of the Verizon network (trbl_cd is "CO").

out of service over 24	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility or Central office network (trbl_cd is "FAC" or "CO").
% out of service over 24	total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100.
out of service over 24- loop	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility network (trbl_cd is "FAC").
% out of service over 24 loop	total troubles out of service more than 24 hours loop divided by total troubles that were out of service - loop to the customer then multiply by 100.
out of service over 24- CO	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Central Office network (trbl_cd is "CO").
% out of service over 24 CO	total troubles out of service more than 24 hours CO divided by total troubles that were out of service - CO to the customer then multiply by 100.
repeats	total troubles entered - where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (rpr_flag is 'y') where trouble close out code indicates trouble was found within the Verizon Network.
% repeats	Total repeated troubles divided by total troubles…then multiply by 100.
trouble code	the code that identifies the type of trouble found
Repeat	The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit.
out of service indicator	The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. **For designed circuits the flag is always set to y**

Example of Actual coding for Out of Service Specials:

stop oos le 3 (5)	actual_dur is le 003:00 (hrs/min) and osi is y and trbl_cd is co
% stop oos le3(5)	stop oos le 3(5) / total oos 5 * 100
stop oos le 4(5)	actual_dur is le 004:00 (hrs/min) and osi is y and trbl_cd is co
% stop oos le 4(5)	stop oos le 4(5) / total oos 5 * 100
stop oos le 4 (3,4)	actual_dur is le 004:00 (hrs/min) and osi is y and trbl_cd is fac
% stop oos le4(3,4)	stop oos le 4(3,4) / total oos 3/4 * 100
stop oos le 16(3,4)	actual_dur is le 016:00 (hrs/min) and osi is y and trbl_cd is fac
% stop oos le 16(3,4)	stop oos le 16(3,4) / total oos 3/4 * 100

SORD Code Tables: (Service Order Database Codes)

<u>**ORDER TYPE:**</u>
Defines what type of service is requested

N	New Service
T	The "To" portion when a customer moves From one address To another address
C	Change request to existing service (add or remove features/services)
F	The "From" portion when a customer moves From one address To another address
D	Total Disconnect of service
R	Record change

<u>**Appointment Type Code (ATC):**</u>
This code identifies how the appointment date was derived

W	The customer accepted the company's offered due date
X	The customer requested a due date that was greater than the company's offered Due date
S	The customer requested a due date that was earlier than the companies offered due date
M	The customer requested a due date that was earlier than Verizon's offered due date because of a Medical emergency.
R	A due date could not be applied due to company or customer reasons.
K	Used on Billing Record Orders where a service order is issued for billing rearrangements.
Y	Used on VZ initiated orders that are customer affecting, but not requested by the customer.
Z	Used on VZ initiated orders that are not customer affecting.

<u>**Missed Appointment Code (MAC):**</u>
When the original scheduled due date is missed a code is applied to the order to identify the reason for the miss

Customer Missed Appointment:

SA	Access could not be obtained to the customers premises(customer not at home)
SR	Customer was not ready to receive the new service
SO	Any other customer caused reason for the delay (e.g., unsafe working conditions at the customer site)
SL	Customer requested a later appointment date prior to the due date
SP	Customer requested an earlier appointment date prior to the due date (Note: SP are not measured as customer missed appointments)
__	Under Development: CLEC Not Ready
__	Under Development: CLEC Not Ready – due to late FOC

Company (VZ) Missed Appointment:

CA	The cable pair from the VZ central office to the customer premises could not be Assigned by the due date due to any reason, including assignment load. If after the due date it is determined that no facilities were available, a CF miss is applied.
CB	The VZ business office taking the request caused the delay (misplaced the order)
CF	The assigned cable facility was bad
CL	Not enough VZ technicians to complete the work on a given day
CO	Any other delay caused by the Company not listed here (e.g., Technicians truck broke down)
CS	The VZ Central office work was not complete (line not programmed)

<u>**SWO:**</u>
A code applied when the order is completed to identify the service grouping

NR	Residence service

NL   Small business (2 lines or less)
NV   Large business (3 lines or more)
NF & NC   Internal VZ service
NS   Special services
NP   VZ Coin services
NI   Private Public Pay Phone (not VZ)
NO & O   VZ Internal services

SELLER TYPE
A code used to identify orders for Wholesale/Resale/UNE

1	VZ Retail
R	Resale
A or C	UNE
P	COIN

CL_FID:
Circuit Layout identifies the type of circuit
        *   any code in this field identifies the service as a special service

Service Code Modifier (SCM):
Identifies the service grouping of a special service circuit .

ITEM	*SERVICE ORDER*	*SORD FILED*	*VALUE*
Dispatch	OCB in STAT section	OCB_COC	='O'
No Dispatch	N0 OCB in STAT section	OCB_COC	<>'O'
Offered Interval	Elapsed business days between the application date and due date in Header Section	APPINTV	INTERGER
Completion Interval	Elapsed business days between the application date and completion date in header section	CMPINTV	INTERGER
Status complete		STATUS	='55B'
Company services	SWO = is NF or NC in STAT section	SWO_CODE	<>'NC', 'NF'
Seller	RSID or AECN in ID CCAR section	SELLER_NAME	
ATC	Appointment type code after due date in header section	ATC	W' OR 'X'
Service Code Modifier	Position 3-4 of circuit ID in S&E section	SCM	SEE DS TABLE
Customer Missed Appointment	Follows "SD/" after due date in Header Section	CISR_MAC Company	COMPANY BEGINS WITH 'C'. CUSTOMER = SA, SR,SO, SL

SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING

SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS	SCM	TYPE	LEVEL	ACCESS
AA	ANALOG	DS0	N	LE	ANALOG	DS0	A	WF	DIGITAL	DS0	A
AB	DIGITAL	DS0	N	LF	ANALOG	DS0	A	WG	ANALOG	DS0	N
AD	ANALOG	DS0	N	LG	ANALOG	DS0	A	WI	ANALOG	DS0	N
AF	ANALOG	DS0	N	LH	ANALOG	DS0	A	WJ	ANALOG	DS0	A
AI	ANALOG	DS0	N	LJ	ANALOG	DS0	A	WL	ANALOG	DS0	A
AL	ANALOG	DS0	N	LK	ANALOG	DS0	A	WN	ANALOG	DS0	A
AN	ANALOG	DS0	N	LL	ANALOG	DS0	N	WO	ANALOG	DS0	N
AP	ANALOG	DS0	N	LN	ANALOG	DS0	A	WP	ANALOG	DS0	A
AQ	DIGITAL	DS0	N	LP	ANALOG	DS0	A	WQ	ANALOG	DS0	A
AR	DIGITAL	DS0	N	LQ	ANALOG	DS0	A	WR	ANALOG	DS0	A
AT	ANALOG	DS0	N	LR	ANALOG	DS0	A	WS	ANALOG	DS0	N
AU	ANALOG	DS0	N	LS	ANALOG	DS0	N	WU	ANALOG	DS0	N
BA	LCL_SPL	DS0	N	LT	ANALOG	DS0	N	WV	ANALOG	DS0	N
BL	ANALOG	DS0	N	LV	ANALOG	DS0	A	WX	ANALOG	DS0	N
BS	ANALOG	DS0	N	LY	ANALOG	DS0	A	WY	ANALOG	DS0	N
CA	ANALOG	DS0	N	LZ	ANALOG	DS0	A	WZ	ANALOG	DS0	N
CC	DIGITAL	DS0	N	MA	ANALOG	DS0	N	XA	DIGITAL	DS0	A
CE	ANALOG	DS0	N	MC	ANALOG	DS0	N	XB	DIGITAL	DS0	A
CF	ANALOG	DS0	N	ML	ANALOG	DS0	N	XC	DIGITAL	DS0	A
CG	ANALOG	DS0	N	MQ	ANALOG	DS0	A	XD	DIGITAL	DS0	A
CI	ANALOG	DS0	N	MR	ANALOG	DS0	A	XE	DIGITAL	DS0	A
CK	ANALOG	DS0	N	MS	ANALOG	DS0	N	XF	DIGITAL	DS0	A
CL	LCL_SPL	DS0	N	MT	ANALOG	DS0	N	XG	DIGITAL	DS0	A
CN	ANALOG	DS0	N	NA	ANALOG	DS0	N	XH	DIGITAL	DS0	A
CP	ANALOG	DS0	N	NC	ANALOG	DS0	N	XI	DIGITAL	DS0	A
CR	ANALOG	DS0	N	ND	LCL_SPL	DS0	N	XJ	DIGITAL	DS0	A
CS	ANALOG	DS0	N	NQ	ANALOG	DS0	A	XL	ANALOG	DS0	A
CT	ANALOG	DS0	N	NT	ANALOG	DS0	A	XR	DIGITAL	DS0	A
CV	ANALOG	DS0	N	NU	ANALOG	DS0	A	XX	ANALOG	DS0	N
CW	ANALOG	DS0	N	NV	ANALOG	DS0	A	YG	DIGITAL	DS0	A
CX	ANALOG	DS0	N	NW	ANALOG	DS0	A	YN	DIGITAL	DS0	A
CZ	ANALOG	DS0	N	NY	ANALOG	DS0	A	ZA	COMPANY CKTS	DS0	N
DA	DIGITAL	DS0	N	OC	ANALOG	DS0	N	ZC	COMPANY CKTS	DS0	N
DC	DIGITAL	DS0	N	OI	ANALOG	DS0	N	ZD	COMPANY CKTS	DS0	N
DD	ANALOG	DS0	N	ON	ANALOG	DS0	N	ZE	COMPANY CKTS	DS0	N
DI	LCL_SPL	DS0	N	OP	ANALOG	DS0	N	ZF	COMPANY CKTS	DS0	N
DJ	ANALOG	DS0	N	OS	ANALOG	DS0	N	ZM	COMPANY CKTS	DS0	N
DK	ANALOG	DS0	N	PA	ANALOG	DS0	N	ZP	COMPANY CKTS	DS0	N
DL	ANALOG	DS0	N	PB	ANALOG	DS0	A	ZQ	COMPANY CKTS	DS0	N
DM	DIGITAL	DS0	N	PC	DIGITAL	DS0	N	ZS	COMPANY CKTS	DS0	N
DO	LCL_SPL	DS0	N	PD	ANALOG	DS0	N	ZT	COMPANY CKTS	DS0	N
DP	DIGITAL	DS0	N	PE	ANALOG	DS0	A	ZV	COMPANY CKTS	DS0	N
DQ	DIGITAL	DS0	N	PF	ANALOG	DS0	A	ZZ	COMPANY CKTS	DS0	N
DR	DIGITAL	DS0	N	PG	ANALOG	DS0	N				
DS	DIGITAL	DS0	N	PI	ANALOG	DS0	N				
DT	ANALOG	DS0	N	PJ	ANALOG	DS0	A	AC	HIGHCAP	DS1	A
DU	ANALOG	DS0	N	PK	ANALOG	DS0	A	AH	HIGHCAP	DS1	A
DW	DIGITAL	DS0	N	PL	ANALOG	DS0	N	AS	HIGHCAP	DS1	N
DX	DIGITAL	DS0	N	PM	ANALOG	DS0	N	CH	HIGHCAP	DS1	N
DY	DIGITAL	DS0	N	PN	ANALOG	DS0	A	DB	HIGHCAP	DS1	N
DZ	DIGITAL	DS0	N	PQ	ANALOG	DS0	A	DF	HIGHCAP	DS1	N
EA	ANALOG	DS0	N	PR	ANALOG	DS0	N	DG	HIGHCAP	DS1	N
EB	ANALOG	DS0	N	PS	ANALOG	DS0	N	DH	HIGHCAP	DS1	N
EC	ANALOG	DS0	N	PT	ANALOG	DS0	N	FL	HIGHCAP	DS1	N
EE	ANALOG	DS0	N	PV	ANALOG	DS0	N	HC	HIGHCAP	DS1	A
EF	ANALOG	DS0	N	PW	ANALOG	DS0	N	HJ	HIGHCAP	DS1	A
EG	ANALOG	DS0	N	PX	LCL_SPL	DS0	N	HK	HIGHCAP	DS1	N
EL	ANALOG	DS0	N	PZ	ANALOG	DS0	N	HL	HIGHCAP	DS1	N
EM	ANALOG	DS0	N	QB	DIGITAL	DS0	N	HN	HIGHCAP	DS1	N
EN	ANALOG	DS0	N	QD	DIGITAL	DS0	N	HU	HIGHCAP	DS1	N
EO	ANALOG	DS0	N	QE	DIGITAL	DS0	N	HX	HIGHCAP	DS1	A
EP	ANALOG	DS0	N	QJ	DIGITAL	DS0	N	IP	HIGHCAP	DS1	N

EQ	ANALOG	DS0	N	QK	DIGITAL	DS0	N	JE	HIGHCAP	DS1	A
ES	ANALOG	DS0	N	QL	DIGITAL	DS0	N	QA	HIGHCAP	DS1	N
EV	ANALOG	DS0	N	QR	DIGITAL	DS0	N	QG	HIGHCAP	DS1	N
EW	ANALOG	DS0	N	QS	DIGITAL	DS0	N	SY	HIGHCAP	DS1	A
EX	ANALOG	DS0	N	QU	ANALOG	DS0	N	TD	HIGHCAP	DS1	A
FA	ANALOG	DS0	N	QY	DIGITAL	DS0	N	TE	HIGHCAP	DS1	A
FD	ANALOG	DS0	N	RA	ANALOG	DS0	N	UF	HIGHCAP	DS1	N
FE	DIGITAL	DS0	N	RC	DIGITAL	DS0	N	UH	HIGHCAP	DS1	N
FF	DIGITAL	DS0	N	RD	ANALOG	DS0	N	UM	HIGHCAP	DS1	N
FP	ANALOG	DS0	N	RE	ANALOG	DS0	N	VS	HIGHCAP	DS1	N
FQ	ANALOG	DS0	N	RG	ANALOG	DS0	N	VW	HIGHCAP	DS1	N
FR	ANALOG	DS0	N	RL	ANALOG	DS0	N	VX	HIGHCAP	DS1	N
FT	ANALOG	DS0	N	RO	ANALOG	DS0	N	VY	HIGHCAP	DS1	N
FV	ANALOG	DS0	N	RS	ANALOG	DS0	N	YB	HIGHCAP	DS1	A
FW	ANALOG	DS0	N	RT	ANALOG	DS0	N	ED	HIGHCAP	DS3	A
FX	ANALOG	DS0	N	SA	ANALOG	DS0	N	EH	HIGHCAP	DS3	A
FZ	ANALOG	DS0	N	SB	ANALOG	DS0	A	EJ	HIGHCAP	DS3	A
GA	DIGITAL	DS0	N	SC	ANALOG	DS0	N	EK	HIGHCAP	DS3	A
GB	DIGITAL	DS0	N	SD	ANALOG	DS0	A	FI	HIGHCAP	DS3	N
GC	DIGITAL	DS0	N	SE	ANALOG	DS0	A	GW	HIGHCAP	DS3	N
GD	DIGITAL	DS0	N	SF	ANALOG	DS0	A	HD	HIGHCAP	DS3	A
GE	DIGITAL	DS0	N	SG	ANALOG	DS0	N	HE	HIGHCAP	DS3	A
GF	DIGITAL	DS0	N	SJ	ANALOG	DS0	A	HF	HIGHCAP	DS3	A
GG	DIGITAL	DS0	N	SK	ANALOG	DS0	N	HG	HIGHCAP	DS3	A
GH	DIGITAL	DS0	N	SL	LCL_SPL	DS0	N	HH	HIGHCAP	DS3	A
GI	DIGITAL	DS0	N	SM	ANALOG	DS0	N	HI	HIGHCAP	DS3	N
GJ	DIGITAL	DS0	N	SN	ANALOG	DS0	N	HT	HIGHCAP	DS3	A
GK	DIGITAL	DS0	N	SQ	ANALOG	DS0	N	HZ	HIGHCAP	DS3	N
GL	DIGITAL	DS0	N	SS	ANALOG	DS0	N	JI	HIGHCAP	DS3	A
GM	DIGITAL	DS0	N	ST	DIGITAL	DS0	N	LI	HIGHCAP	DS3	N
GN	DIGITAL	DS0	N	SV	ANALOG	DS0	A	LM	HIGHCAP	DS3	N
GO	DIGITAL	DS0	N	SZ	ANALOG	DS0	A	LO	HIGHCAP	DS3	N
GP	DIGITAL	DS0	N	TA	ANALOG	DS0	N	LU	HIGHCAP	DS3	N
GQ	DIGITAL	DS0	N	TB	ANALOG	DS0	N	LW	HIGHCAP	DS3	N
GR	DIGITAL	DS0	N	TC	ANALOG	DS0	N	LX	HIGHCAP	DS3	A
GS	DIGITAL	DS0	N	TF	ANALOG	DS0	N	MB	HIGHCAP	DS3	N
GT	DIGITAL	DS0	N	TG	ANALOG	DS0	N	MD	HIGHCAP	DS3	N
GU	DIGITAL	DS0	N	TK	LCL_SPL	DS0	N	MF	HIGHCAP	DS3	N
GV	DIGITAL	DS0	N	TL	ANALOG	DS0	N	MI	HIGHCAP	DS3	N
GX	ANALOG	DS0	N	TM	ANALOG	DS0	N	MM	HIGHCAP	DS3	N
GZ	DIGITAL	DS0	N	TN	ANALOG	DS0	N	OA	HIGHCAP	DS3	A
H	ANALOG	DS0	N	TO	ANALOG	DS0	N	OE	HIGHCAP	DS3	A
HA	DIGITAL	DS0	N	TQ	ANALOG	DS0	A	QC	HIGHCAP	DS3	N
HB	DIGITAL	DS0	N	TR	ANALOG	DS0	N	QH	HIGHCAP	DS3	N
HM	DIGITAL	DS0	N	TT	ANALOG	DS0	N	QI	HIGHCAP	DS3	N
HP	DIGITAL	DS0	N	TU	ANALOG	DS0	N	TV	HIGHCAP	DS3	A
HQ	DIGITAL	DS0	N	TW	ANALOG	DS0	A	TZ	HIGHCAP	DS3	A
HR	DIGITAL	DS0	N	TX	ANALOG	DS0	N	VR	HIGHCAP	DS3	N
HS	DIGITAL	DS0	A	TY	ANALOG	DS0	N	YH	HIGHCAP	DS3	A
HV	ANALOG	DS0	N	UN	ANALOG	DS0	N	YI	HIGHCAP	DS3	A
HW	DIGITAL	DS0	N	US	DIGITAL	DS0	N	JJ	HIGHCAP	Other	A
HY	DIGITAL	DS0	N	VF	ANALOG	DS0	N	JK	HIGHCAP	Other	A
IA	DIGITAL	DS0	A	VH	ANALOG	DS0	N	ME	HIGHCAP	Other	N
IB	DIGITAL	DS0	N	VI	ANALOG	DS0	N	MG	HIGHCAP	Other	N
ID	DIGITAL	DS0	N	VM	ANALOG	DS0	N	MH	HIGHCAP	Other	N
IO	ANALOG	DS0	N	VN	ANALOG	DS0	N	MJ	HIGHCAP	Other	N
IT	ANALOG	DS0	N	VT	ANALOG	DS0	N	MK	HIGHCAP	Other	N
KC	ANALOG	DS0	A	WA	ANALOG	DS0	A	MP	HIGHCAP	Other	N
LA	ANALOG	DS0	N	WB	DIGITAL	DS0	A	OB	HIGHCAP	Other	A
LB	ANALOG	DS0	A	WC	DIGITAL	DS0	A	OD	HIGHCAP	Other	A
LC	ANALOG	DS0	A	WD	DIGITAL	DS0	A	OF	HIGHCAP	Other	A
LD	ANALOG	DS0	A	WE	DIGITAL	DS0	A	OG	HIGHCAP	Other	A

Log files – the daily files produced by the robots that include the records for all of the requests issued during the report period and the resulting dispositions and response times.
The log files that are used are:

> rr_xxx.log*
>
> > *rr = the robot designation and xxx = the cycle date

The log files are automatically FTP'd to the EnView reports server & Wholesale metrics server each morning.

Excel workbook – the format for VZ internal daily distribution and reporting of the official response time results. Monthly average response times are calculated in the Excel workbook Production by State STATE Master.xls.

Timeouts are set at 60 seconds.

The following transactions and response time differences are measured and reported for PreOrder response times:

Customer Service Record
region specific wholesale CSR
region specific retail CSR
Difference

Address Validation
region specific wholesale ADV
region specific retail ADV
Difference

Due Date Availability
region specific wholesale DDA
region specific retail DDA
Difference

Telephone Number Select
region specific wholesale TNS
region specific retail TNS
Difference

Product and Services Availability
region specific wholesale PSA
region specific retail PSA
Difference

Basic Loop Qualification
Region specific wholesale LXR
Region specific retail LXR

ENVIEW PROCESS – NOTES:

There are currently two robots that log into applications and execute transactions for the PreOrder response time measurement process. The EnView process and the resulting response times are common to the VZ South footprint due to the commonality of the interface. Transactions are executed through customizable scripts created for each application based on replications of actual transactions of a Verizon service representative using the OSS

and of a CLEC representative accessing the OSS through the Wholesale interfaces. The ROBOT creates log records that show whether the transaction was successful or failed, and records transaction response times.

The robot sends the wholesale transactions to the same wholesale interfaces that the customers use. There is no difference between the processing of the EnView transactions and those submitted by the CLECs through the interface and back-end applications. Corresponding transactions are sent directly by EnView to the OSS as well.

The process is active on a 7 day by 24-hour basis. However, only those transactions included in the report period as defined above are recorded and documented as PreOrder response times.
Data from the EnView robot log files is processed daily and average response times by hour and by day for each of the above transactions is calculated and included in the text files that are used for input to the Excel workbooks. These daily response times are subsequently averaged by month in the Excel workbook.

The resulting averages and the differences between the corresponding retail and wholesale average response times are reported and distributed daily.

Errors and Timeouts are not included in these calculations. They are removed from the queue and reported separately in the text files. Daily average response times as received in the EnView log files are reported "as is" in the Excel workbook with the exception of Telephone Number Select for OSS. It is not possible to do a Telephone Number Select transaction in Request Manager without including an Address Validation. However, in the OSS these transactions are separate and manual effort is required to update the service rep's screen in between actions.

In order to make a like for like comparison between Request Manager and the OSS an adjustment is made to the response times prior to calculating the Request Manager and OSS response time differences. The daily average response time for the Live Wire Address Validation transaction is combined with the response time for the Live Wire Telephone Number Select transaction. Monthly average response times and differences are calculated and reported at the close of each month. The monthly average is calculated for each transaction type by averaging all of the daily average response times. Monthly results include response times for each of the PreOrder transaction types.

Appendix D - Reserved For Future Use

LOCAL NUMBER PORTABILITY/HOT-CUT

LNP/Hot-Cut Process

The CLEC sends an LSR to VZ for a loop hot-cut with LNP. VZ returns a FOC to the CLEC with the date and time for the cutover. VZ also sends a message via the SOA (service order activation system) to NPAC indicating that the affected telephone number will be made available for LNP activation. This message creates a subscription version in the NPAC.   VZ sends the message to NPAC at the same time that the service order is issued. This is mechanized for all orders except DID. If the CLEC uses Request Manager or other mechanized interface for LSR, the FOC, (or more correctly the LSC), will be returned to the CLEC the same time the service order is issued and the message goes to the NPAC. If a paper LSR is used, VZ DE will send the LSC back to the CLEC after VZ DE issues the order.

The first company that sends the subscription version to NPAC starts the NPAC concurrence timers. Since VZ's internal service order generates the FOC and NPAC create message at the same time, VZ's activity starts the NPAC timers. This process is outlined in the industry agreed upon NANC LNP Process Flows.   The CLEC/new service provider has 18 hours to enter their subscription from the time the VZ DE subscription version is sent to the NPAC. NPAC hours are from 7 am to 7 pm Central Time excluding weekends and holidays. If the CLEC does not enter a subscription within the 18 hours, then their subscription will be canceled. This timing issue and NPAC subscription version cancellation was a problem for many CLECS when they first started porting with the LNP process.

Upon receipt of the FOC, the CLEC sends a message to NPAC specifying the date and time for the activation of LNP. Alternatively, the CLEC may specify only the date initially and, when they are ready to port, a second message to NPAC to activate LNP in real time. VZ has observed that most CLECs' initial subscription entered into NPAC via SOA contains the date due only.   On the date due the CLEC will send an ACTIVATE message via SOA to NPAC when they are ready to port the Verizon number. Two basic scenarios may occur.

Scenario 1 - PORT OUT of the Verizon number associated with an Unbundled Loop HOT CUT conversion:
Prior to the due date, the VZ Regional CLEC Co-ordination Center (RCCC) will arrange with internal VZ personnel to have the cable pairs moved on the agreed upon due date at specific time known as the frame due time (FDT). In addition, at least one day prior to the due date VZ will install a 10 digit unconditional trigger on the VZ line (during the porting process, it is VZ's policy to place the 10 digit trigger on all non- DID numbers to direct all calls to the number being ported to be queried at the LNP data base before any call termination is attempted). For all HOT CUTS (with or without LNP or INP) of unbundled loops, the CLEC is required to have dial tone at their collocation 48 hours before the DD. The RCCC will verify dialtone 24 hours before the cutover and notify the CLEC of any problems found. On the due date, the RCCC will call the CLEC 1 hour before the scheduled cutover time to ensure that both parties are ready. If the CLEC indicates that the port should proceed, VZ will cut the loop at the scheduled time and report the completion to the CLEC within 60 minutes. Upon notification of the completion, the CLEC would send a notice to NPAC to activate LNP in real time, if the time was not initially specified. As long as a trigger has been placed on the Verizon line, this PORT OUT is under the total control of the CLEC.   However, the line should be ported at the FDT (Frame Due Time) of the Unbundled Loop conversion to prevent any service interruptions.

Scenario 2 - PORT OUT of the Verizon number NOT associated with an Unbundled Loop HOT CUT:
VZ will issue service orders to place the 10-digit trigger on the line at least one day prior to the date due and to remove the end user telephone number translation from the VZ switch at 11:59 pm using the FDT. For informational purposes the CLEC requested work completion time will be carried on the VZ service order. At the same time the service orders are issued, VZ will send the FOC to the CLEC and the create subscription version to the NPAC.   The NPAC 18-hour timers will start at this point. Since no hotcut is involved, once the 10 digit trigger is added to the VZ telephone number, the CLEC has control of the porting activity and there should be no customer service interruption if the CLEC completes their work by 11:59pm on the confirmed due date.   If the 10 digit trigger is not applied because the VZ account is DID, then the FDT would govern the porting out activity and VZ will handle in the same manner as a hotcut.

Note that triggers can be placed on all lines with OE (Office equipment). DID service requires coordination between the CLEC and the RCCC at the FDT.   VZ places the 10-digit trigger on all non-DID porting orders. The 10-digit trigger enables intraswitch call origination and donor switch query calls to be routed to the CLEC's switch even if the line is not disconnected from the switch. This
will happen only if the CLEC has updated the LNP database via an NPAC activation message. Basically the 10 digit trigger mitigates the need to closely co-ordinate the disconnect of the line with the CLEC. VZ activates the 10 digit trigger at least 1 day prior to the porting due date; it is de-activated when the TN translations are removed from the switch.   The 10-digit trigger has no other network purpose.

On all ports without a loop and with a trigger, the VZ service order will carry
a FDT of 11:59 PM.   The trigger will not be deactivated until that time. Therefore, the CLEC is able to use the full day of the due date to complete their work activities (switch translations, loop installs, NPAC activate, etc.) before the VZ line is disconnected from the switch.

ENHANCED 911 DATABASE UPDATES

Background:

The E911 database identifies the street address associated with each telephone number, thus enabling PSAPs to automatically identify an emergency caller's location, if the emergency caller is unable to communicate this information verbally.

The E911 database is owned and maintained by VZ in those counties where VZ is the incumbent telephone company or has been contracted by the municipality or state to be the lead telephone company or database administrator. However, the company that provides dial tone to a telephone number is responsible for updating the E911 database when there is service order activity. VZ is responsible for updating the E911 database for their own customers, for customers of CLECs served by resale of VZ's local service or by VZ's UNEs. CLECs are responsible for updating the E911 database for customers that receive dial tone via CLECs' switching equipment.

The E911 database is updated by means of an electronic interface. VZ updates the E911 database once each evening from the VZ service order systems through a file transfer protocol. Facilities based CLECs use PS/ALI and have the opportunity to upload their records 10 times per day. VZ developed this interface for PBX's and subsequently it is available for use by CLECs so that they can update the E911 database when they provide the dial tone.

When VZ or a CLEC attempts to update the E911 database, the address is compared against a range of permissible street addresses contained in the Master Street Address Guide (MSAG). The MSAG is compiled by the E911 municipalities and consists of address information provided by each of the E911 municipalities. Thus, the MSAG is only as accurate as the information supplied by the municipalities.

If the E911 database cannot accept the update, either because of a discrepancy with MSAG or for some other reason, the E911 database generates an error message that identifies the nature of the problem. The Telephone Company attempting to update the database must then correct the problem and resubmit the information.

Local Number Portability (LNP) requires additional steps pursuant to procedures developed by the National Emergency Number Association called "NENA Recommended Standards for Service Provider Local Number Portability." The donor company must issue an "unlock" order to the E911 database to make the telephone number available to the recipient company, and the recipient company must issue a "migrate" order to the E911 database to identify the new dial tone provider. The E911 database does not have the updated customer's carrier identification code until both orders are issued in the proper sequence. Nevertheless, the customer's E911 record is present in the database and the customer's access to E911 service is unaffected. The responsibilities and procedures for updating the E911 database are described in VZ's *CLEC Handbook* and *E911 PS/ALI Guide*. Both documents are available to the public at VZ's website.

All repair codes can be found in the CLEC Handbook, Volume 3, Section 8
Disposition Codes: CLEC Handbook, Volume 3, Section 8.7
http://www.bellatlantic.com/wholesale/html/handbooks/clec/volume_3/c3s8_7.htm

Cause Codes: CLEC Handbook, Volume 3, Section 8.8
http://www.bellatlantic.com/wholesale/html/handbooks/clec/volume_3/c3s8_8.htm

8. 7   (Repair) Disposition Codes

Disposition Codes exist to identify defects in equipment or facilities and customer error or misuse of Telephone Company (TELCO) and Customer Equipment.

8. 7.2   DISPOSITION CODES SOUTH

Disposition Code	Trouble was found in:
03xx	**Station Wiring**
030x	Complex Inside Wiring
031x	Reserved
0300	Other/Came Clear
0301	Less Than 25 Pairs
0302	25-50 Pairs
0303	Over 50 Pairs
0304	25 Pair Ribbon Connector
0305	Jack/Connecting Block
032x	Modular Connector (OCS, Public and 911 only)
0320	Other/Came Clear
0321	Surface Mount
0322	Flush Mount
0323	Wall Phone Mount
0324	1A Type converter
0325	Customer convenience Termination
0326	"R" Interface (TA)
0327	"S" Interface (NT2-TA / TE1)
0328	"T" Interface (NT1-NT2)
0329	"U" Interface (NT1-Loop)
033x	Simple Inside Wiring (OCS, Public and 911 only)
0331	Simple Inside Wire
0339	Came Clear
034x	Network Interface Device
0341	Indoor-Single/Multiple
0342	Outdoor-Single/Multiple
0343	Network Terminating Wire
0344	(PCA) Protective Connecting Arrangement
0349	Came Clear
035x	Nonmodular Termination (OCS, Public and 911 only)
0350	Other/Came Clear
0351	Connecting Block
0352	Jack
036x	Reserved for Protective Live Wire
037x	Protection
0371	Protection

Disposition Code	Trouble was found in:
0372	Grounding/Bonding
0379	Came Clear
038x	Aerial/Buried Service Wire
0381	Aerial
0382	Buried
0389	Came clear
039x	Other Network Devices
0390	Reserved for Future Regional Use
0391	Suppressor
0392	(MTU) Maintenance Test Unit
0399	Came Clear
04xx	**Outside Plant**
040x	Trouble Not Repaired
0400	Came clear
0401	Pair Transferred
0402	Pair Cut Dead / Bridge Tap Removed
0403	Pair Transposed
0404	Reversing Clips / Shoes
041x	Cable – Distribution & Feeder
0411	Cable
0412	Load Coil Capacitor/Buildout
0413	Temporary Closure
0414	Cut and Damaged Cable
042x	Closure/Splice Case
0421	Hard Closure/Case
0422	Poly /Ready Access Closure
0423	Encapsulated
0424	Closure Pedestal
043x	Terminal
0431	Ready Access-Aerial
0432	Ready Access-Buried
0433	Fixed Count Distribution Aerial/Buried
0434	Cross Connecting Terminal
044x	Distribution Wire/Terminal
0441	Distribution Wire
0442	Wire Terminal
045x	Reserved
046x	IOF Carrier Supporting Hardware
0461	IOF Copper Fed
0462	IOF Fiber Fed
047x	Loop Carrier Supporting Hardware
0471	Multiplexer
0472	Power Source
0473	Common Circuit Pack
0474	Channel Unit
0475	Repeater Shelf
0476	Wiring
0477	Monitoring Unit
0478	Fiber Termination Panel
048x	Miscellaneous
0481	Miscellaneous
0482	Loop Treatment Device
0483	Fiber Optics

Disposition Code	Trouble was found in:
05xx	**Central Office**
050x	Other Switched Services
0501	Billing
0502	Signal Transfer Point
0503	Access Tandem
0504	Originating Equipment Change
0505	Frame –Cross connect Changes
0506	Protector Change
0507	Precautionary Changes (All)
051x	Switching Equipment
0510	Other/Came Clear
0511	Common Equipment
0512	Line Equipment
0513	Subscriber Line Carrier – Integrated
0514	Trunk Equipment
0515	Carrier System Integrated Other
0516	Common Channel Signaling C.O. Equipment
0517	Power
052x	Line Translations
0520	Other/Came Clear
0525	Line Translations Error
0526	Line Translations Document Error
0529	PIC Provisioning Error
053x	Frame
0530	Other/Came Clear
0531	Cross Connection
0532	Protector
0533	Reversing Device/Test Cord
055x	Software
0550	Other/Came Clear
0551	Switch Software
0552	Translations – Other
056x	Network Terminal Equipment
0560	Other/Came Clear
0561	Digital Loop Carrier
0562	IOF Carrier
0563	Transmission/Signaling/Equipment
0564	Miscellaneous Customer Service Equipment
0565	Test System/Circuit
057x	Non Message Network Switched Services
0571	Central Office-Local Area Network
0572	PPSN-Access Concentrator (ANP)
0573	PPSN-Packet Switch (EXD-P)
0574	Group Access Bridging Equipment (GAB)
0575	Regulated Adjunct Processors
0576	Multi Services Platform (MSP)
058x	Radio System
0580	Other /Came Clear
0581	Maritime
0582	Improved Mobile Telephone Service (IMTS)
0583	Manual Mobile Radio Service
059x	Database for Data Driven Service

Disposition Code	Trouble was found in:
0590	Other/Came clear
0591	Calling Card Service
0592	Automatic Intercept System (AIS)
0593	Expanded 911 Service (E911)
0594	BOC 800 Service
0595	Class
0596	900 NXX Service
0597	Advanced Intelligent Network (AIN)
06xx	**Customer Action**
060x	No Access-Customer Can't be Reached during 3 day Follow-up period
0601	No Access-Unable to Renegotiate
061x	Error or Misuse of Equipment (OCS, Public and 911 only)
0611	Use of Equipment (i.e., ROH, Dialing, Power)
062x	Error or Misuse of customer Administered Systems
0621	Use of Features (i.e., MACSTAR, CCFR)
063x	Error or Misuse of Features/Company Administered
0630	VMS
0631	Custom Calling Features
0632	Multi Services Platform (MSP)
0637	Class
0639	Miscellaneous
09xx	**Not Found Troubles**
090x	Miscellaneous
0901	Dispatched out, No Access and During Follow-up Procedures in the Center, the Customer States that the Trouble has Disappeared
0902	Found OK by Technician
0903	Found OK by Customer
091x	Reserved
093x	Public Technician Dispatched & Found OK
0931	Found OK by Technician
0932	Found OK per Customer
094x	OCS Technician Dispatched & Found OK
0941	Found OK by Technician
0942	Found OK per Customer
097x	Test OK and Trouble is NOT Referred or Dispatched
0971	Verified OK with Customer
0972	Customer Does Not Answer
0973	Traffic Overload
0974	Test OK via Front-end – Closed Out
0975	Customer Canceled Original Report
0979	Predictor
098x	Found OK in Database Driven Services
0980	Other
0981	Calling Card Service
0982	Automatic Intercept System (AIS)
0983	Expanded 911 Service
0984	BOC 800 Service
0985	Class
0986	900 NXX Service
099x	Other Switched Services
0991	(CO-LAN)

Disposition Code	Trouble was found in:
0992	Public Packet Switched Network (PPSN)-Access Concentrator
0993	Public Packet Switched Network (PPSN)-Packet Switched
0994	Group Access Bridging (GAB) Equipment
0995	Found OK – IN
0996	Found OK – IN (VMS)
10xx	**Referred Out**
101x	Referred to Another Unit Number
1010	(PAB) Applies when a Trouble Report is Referred via SAB Resulting in a PAB Status – Detail Code 1010 is automatically applied to originating MC upon closeout from the receiving MC
12xx	**Customer Equipment and Wiring**
120x	Other (i.e., Wire Tap Investigations-No charge applied)
1204	Wire Tap (Bell Atlantic PA, DE only)
1205	Wire Tap Found
1206	Wire Tap Not Found
122x	Customer Equipment/Wire Cable-Dispatched Out-Charge Applied
1221	Equipment
1222	Customer Wire/Cable
1223	Installation T&M as a Result of a No Visit Order, Repair Work is Performed and T&M Charges apply
1225	No Access-Trouble Proven to Customer's Side of Network Interface Device (NID)
1231	Wholesale No Trouble Found – OK to NID – Dispatch Out – Proved to CPE
1232	Wholesale No Trouble Found – Dispatch In
1233	No Access to NID – Dispatch Out
1239	Wholesale No Trouble Found - OK to NID – Dispatch Out
124x	Company/Customer Initiated Test No Charge Applied
1241	Company Initiated Test Dispatched/Non Dispatched
1242	Customer/ Vendor Initiated Test Dispatched/Non-Dispatched
125x	Non Standard Wire/Cable- Non Registered Equipment-Dispatched Out-Charge Applied
1251	Equipment/Wire/Cable
126x	Reserved
127x	Customer Equipment/Diagnostics and Vendor Referral-No Charge Applied
1270	Unregulated-MSP Services
1271	CRSAB/CSB
1272	MC/CSB/CSC/NTC/NRC/Technician, etc.
1273**	Guardian/Sentry/Set Customer Received Loaner Set
1274	Customer who has taken a Bell Atlantic telephone number with them to a co-carrier and the trouble is not in the facilities provided by Bell Atlantic
1275	Referred to Long Distance Vendor
1276	Sentry II
1277	Sentry III
1278	BASI CPE Contract
1279	VMS CO Equipment
128x	Maintenance Agreements
1282	Total Premise Solution One year warranty
1283	Guardian/Sentry I Mounting Cord (Cust did not receive loaner set)
1284	90 day Warranty
1285	Residence/Business OWMP Wire & Jacks

Disposition Code	Trouble was found in:
1286	Guardian/Sentry I Wire & Jacks
1287	Contractual Agreements
129x	Customer Equipment/Wire/Cable-No Charge Applied
1290	No NID, No T&M "If Company Policy"
1299	Special Billing Arrangements

8. 8.2 CAUSE CODE TABLE –SOUTH

The Cause Code describes the trouble's cause.

Cause Code	Trouble was caused by:
1XX	Employee & Operational Support System
161	LNP-LSMS/SOA (Local Service Management System/Service Order Activation)
162	LNP-Database Signal Control Point (SCP)
163	LNP-Switch/Translations
2XX	Non-employee
216	Competitive Local Exchange Carrier (CLEC) or Long Distance/Inter-Exchange Carrier (IC)
3XX	Plant Equipment
4XX	Weather/Environment

A list of orders that flow-through is set out on Verizon's website at.
http://128.11.40.241/east/business_rules/master.htm

The list of orders that flow-through is subject to change from time-to-time in accordance with applicable change control processes. The list provided below is included for illustrative purposes only and represents a snapshot view of what currently resides on the Verizon website as of 7/2/02.

Title		Updated 05/30/02
Resale Services	**Request Types Mechanically Generated (Flow-through)**	**Exceptions*** **Is not inclusive of LSR entry errors*
Basic Exchange – Residence (res & bus)	• Conversions As Is – *Includes:* - Local & Foreign Directory Lstg for Straight Main and Additional listings • Conversion As Is – with Changes Includes: - Local & Foreign Directory Lstg for Straight Main and Additional Listings • Conversions As Specified *Includes* -Local & Foreign Directory Lstg for Straight Main and Additional listings -Addition and Deletion of lines -USOC In scope list by state • New Activity *Includes:* -Local & Foreign Directory Lstg for Straight Main and, Additional Listings -USOC In scope list by state • Resale Account Activity *Includes:* -USOC In scope list by state -Add lines -Delete Account -Delete lines -Deny -Restore Deny -Outside Move -Change telephone number (BTN) -Change telephone number (Non-BTN) -Change PIC/LPIC -Freeze PIC/LPIC (all valid entries) -Add, Change, Delete Blocking -Add, Change, Delete Features -Add, Change, or Delete Local & Foreign Directory Lstg for Straight Main and Additional listings -Remote Call Forwarding • COIN to Resale for MDVW -As is -As Specified -Disconnect Subsequent changes: PIC/LPIC changes Line Side Answer Supervision Blocking Options • Supplement Type (Sup)	• New activity over 10 lines Business and 5 lines (Residence) • Expedites (EXP) • Directory Captions and Indents, Special instructions lstgs • Hunting activity • For conversion as specified with a Line activity of conversion as is • Partial conversion • Conversion as specified disconnect of main line • New activity if Telephone field populated with "N" • Additional Engineering (AENG) • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • PAL • COIN – Conversion As Is wi Changes, As Specified, New Activity, and all Post Migration changes for New Jersey, Delaware, Pennsylvania • CENTREX • ISDN (BRI) • ISDN (PRI) • PBX • Advanced Services • Foreign exchange service • Semi-public • Prison/Inmate • WATS • SADLO – NEW ADDR • ADL (Additional line request) • total number of listings over 99 • New Jersey - Retail to Resale Migration of SNP'd account • Resale Private Line • Resale Frame Relay • All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including) LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality)

	− 1, 2, 3 if confirmation not sent on any prior version −1 post confirmation if service order is still pending with a due date greater than the day the sup is received − 2 post confirmation if the original request was Flowthough and if service order is still pending with a due date greater than the day the sup is received • Platform to Resale Conversion As Is Includes: -Local & Foreign Directory Lstg for Straight Main and Additional Listings • Platform to Resale: Conversion As Is – with Changes Includes: - Local & Foreign Directory Lstg for Straight Main and Additional Listings • Platform to Resale Conversion As Specified (Full Migration) Includes: -Local & Foreign Directory Lstg for Straight Main and Additional Listings USOC In scope list by state • Resale to Resale Conversions As Is – *Includes:* - Local & Foreign Directory Lstg for Straight Main and Additional listings • Resale to Resale Conversion As Is – with Changes Includes: - Local & Foreign Directory Lstg for Straight Main and Additional Listings • Resale to Resale Conversions As Specified (Full Migration) *Includes* -Local & Foreign Directory Lstg for Straight Main and Additional listings -Addition and Deletion of lines -USOC In scope list by state • Conversion of Retail to Resale and the Retail Account is Seasonally Suspended or in a Deny Status • Conversion of Resale to Resale and the Resale account is Seasonally Suspended or in a Deny Status	LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing. • Supplement Type (Sup) −1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received − 2 post confirmation if the original request was not Flowthough or if service order is still pending with a due date that is the same or less than the day the sup is received −3, if request previously confirmed • Seasonal Suspend • Seasonal Restore • TOS 3rd character (class) of G (Message)

Unbundled Network Elements (UNE)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Loop • 2W analog 2W CSS Loop • 4W analog 4W CSS Loop • 2W digital *Includes:* -ISDN -ADSL -HDSL -XDSL - Digital Design • 4W digital -HDSL -56 KBs -64 KBs • Sub Loop *Includes:* -2W Analog -4W Analog -2 W Digital *Includes:* -ISDN -ADSL -XDSL -Digital Design - 4W Digital *Includes:* -HDSL -56 KBs -64 KBs • PART Includes: -Line Share With DS3 Port Term -Data only With DS3 Port Term -CLEC Voice and CLEC Data With DS3 Port Term	• Conversions from Retail and Resale Includes: - 2 Wire Analog Basic loop w/Local & Foreign Directory Lstg for Straight Main and Additional listings • New Activity *Includes*: - ISDN loop w/Local & Foreign Directory Lstg for Straight Main and Additional listings - 2 Wire Analog w/Local & Foreign Directory Lstg for Straight Main and Additional listings -ADSL • All Disconnect Activity • CHC (coordinated hot cut) • Supplement Type (Sup) − 1, 2, 3 if confirmation not sent on any prior version − 1 post confirmation if service order is still pending with a due date greater than the day the sup is received − 2 post confirmation if the original request was Flowthough and if service order is still pending with a due date greater than the day the sup is received • Line Sharing (New and Disconnect only) • Line Splitting -New -Disc Data • Sub Loop *Includes:* - Analog: 2 Wire New and Delete - Digital: 2 Wire New and Delete *Includes:* ISDN ADSL HDSL XDSL Digital Design Line Share • Converstion of Platform to Loop (Full migration • Conversion As Specified (Partial	• Loop Qualification Status of R (Required) • Conversion & New over 20 loops • New Activity - Digital Loop Not Qualified • Disconnect over 50 loops • Partial conversion with BTN • Conversion of ISDN loop • ANALOG 2 W CSS Loop -4W analog -4W CSS Loop • DIGITAL -All Digital 2W Zero Bridge Taps -2W HDSL -2W xDSL -2W Digital Design -4W Digital -4W HDSL -56 KBs -64KBs • Line Sharing (except New and Disconnect) • Additional Engineering (AENG) • Expedites • Directory Captions and Indents, Special instruction lstgs • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • SADLO − NEW ADDR • total number of listings over 99 • All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing. • New Jersey, Delaware, Pennsylvania only: Full migrations with new listing • Supplement Type (Sup) − 1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received − 2 post confirmation if the original request was not Flowthough or if service order is still pending with a due date that is the same or less than the day the

	Migration non BTN only)
	
	 • Partial Conversion (Non-BTN)
	 • PART
	 -Line Share With DS3 Port Term
	 -Data only With DS3 Port Term
	 -CLEC Voice and CLEC Data With DS3
	 Port Term
		sup is received
		 or if the new due date is less than the
		 original due date (due to Frame Ready Date
		 (FRD))
		 − 3, if request previously confirmed
		 • Sub Loop
		 -Analog
		   All 4Wire
		 -Digital:
		   All Digital 2W Zero Bridge Taps
		   4W HDSL
		   4W 56KBs
		   4W 64KBs
		 • Partial Migration of BTN

Unbundled Network Elements (UNE)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Loop with LNP	• Conversions from Retail and Resale *Includes*: Basic loop w/ Local & Foreign Directory Lstg for Straight Main and Additional listings • Disconnects • Supplement Type (Sup) − 1, 2, 3 if confirmation not sent on any prior version − 1 post confirmation if service order is till pending with a due date greater than the day the sup is received − 2 post confirmation if the original request was Flowthough and if service order is still pending with a due date greater than the day the sup is received • Converstion of Platform to Loop with LNP (Full migration) • Partial Conversion (Non-BTN)	• Partial conversion with BTN • Disconnect over 50 • Directory Captions and Indents, Special instruction lstgs • Additional Engineering (AENG) • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • SADLO − NEW ADDR • total number of listings over 99 • All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing • New Jersey, Delaware, Pennsylvania only: Full migrations with new listing • Supplement Type (Sup) − 1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received − 2 post confirmation if the original request was not Flowthough or if service order is still pending with a due date that is the same or less than the day the sup is received

		or if the new due date is less than the original due date (due to Frame Ready Date (FRD)) − 3, if request previously confirmed
LNP	• Conversion from Retail and Resale • Supplement Type (Sup) − 1, 2, 3 if confirmation not sent on any prior version −1 post confirmation if service order is still pending with a due date is equal to or greater than the day the sup is received − 2 post confirmation if the original request was Flowthough and if service order is still pending with a due date greater than the day the sup is received • Converstion of Platform to Loop with LNP (Full migration) • Partial Conversion (Non-BTN)	• Partial conversion with BTN • Additional Engineering (AENG) • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and Customer provided equipment (CPE) • SADLO − NEW ADDR • total number of listings over 99 • All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing • Supplement Type (Sup) − 1 post confirmation if service order is still pending with a due date that is less than the day the sup is received − 2 post confirmation if the original request was not Flowthough or if service order is still pending with a due date that is the same or less than the day the sup is received or if the new due date is less than the original due date (due to Frame Ready Date (FRD)) − 3, if request previously confirmed

Unbundled Network Elements (UNE-P)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Platform (bus/res)	• Conversions As Is – *Includes:* Local & Foreign Directory Lstg for Straight Main and Additional Listings • Conversion As Is – with Changes Includes: -Local & Foreign Directory Lstg for Straight Main and Additional Listings • Conversion As Specified Includes: -Local & Foreign Directory Lstg for Straight Main and Additional Listings	• Partial migrations (BTN) • Additional Engineering (AENG) • Expedites • New activity over 5 lines • Migrate, Change, Delete, and New Lines over 20 lines • Remove inter/intra and inter-intra freeze • Directory Captions and Indents, Special instruction lstgs • Additional Engineering (AENG) • Certain conditions occasionally exist on the end user account such as Different Premise Address (DPA), Gift Billing (GSZ), and

-USOC In scope list by state
-Partial Migration non-BTN only
 	
• New Activity –
  Includes:
  -Local & Foreign Directory Lstg for
  Straight Main, Additional listings
  -USOC In scope list by state
 	
• Platform Account Activity
  Includes:
- USOC In scope list by state
- Add Lines
- Delete Lines,
- Delete Account
- Change telephone number (BTN and
  Non-BTN)
- Change PIC/LPIC,
- Freeze PIC/LPIC
- Suspend (two way)
- Restore (two way)
- Add, Change, Delete Blocking
- Add, Change, Delete Features
- Add, Change, Delete Local &
  Foreign Straight Main and Additional
  Listings
- Outside Move
 	
• Resale to Platform Conversions As Is –
  Includes:
  Local & Foreign Directory Lstg for
  Straight Main and Additional Listings
 	
• Resale to Platform Conversion As Is –
  with Changes
  Includes:
  -Local & Foreign Directory Lstg for
  Straight Main and Additional Listings
 	
• Resale to Platform Conversion As
  Specified (Full Migration)
  Includes:
  -Local & Foreign Directory Lstg for
  Straight Main and Additional Listings
- USOC In scope list by state
 	
• Conversion of Retail/Resale to Platform
  where the Retail account is Seasonally
  Suspended
 	
• Conversion of Platform to Platform
  where the Platform account is
  Seasonally Suspended
 	
• Supplement Type (Sup)
  − 1, 2, 3 if confirmation not sent on any
  prior version
  − 1 post confirmation if service order is
	• Customer provided equipment (CPE)
	• Partial Migration of BTN
	• Suspension (one way)
	• Restore (one way)
	• COIN
	• PAL
	• COIN to PAL for MDVW
	• Hunting Activity
	• New activity if Telephone field populated
	  with "N"
	• CENTREX
	• ISDN (BRI)
	• ISDN (PRI)
	• Advanced Services
	• Foreign exchange service
	• Semi-public
	• Prison /Inmate
	• Remote Call Forwarding
	• WATS
	• SMDI Port
	• P Phone
	• DS1
	• DID/DOD
	• PBX
	• SADLO – NEW ADDR
	• total number of listings over 99
	• All listing changes that are not end state.
	  (i.e. request that does not contain all
	  necessary listing fields including
	  LAPR (Listed Address House Prefix)
	  LANO (Listed Address House Number)
	  LASF (Listed Address House Number
	  Suffix)
	  LASD (Listed Address Street Directional)
	  LASN (Listed Address Street Name)
	  LATH (Listed Address Thoroughfare)
	  LASS (Listed Address Street Suffix)
	  LALOC (Listed Address Locality)
	  LAST (Listed Address State/Province)
	  LAZC (Listed Address Zip Code)
	  If they are present on the existing listing
	• Supplement Type (Sup)
	  −1 post confirmation if service order is still
	  pending with a due date that is the same or
	  less than the day the sup is received
	  − 2 post confirmation if the original
	  request was not Flowthough or if
	  service order is still pending with a due
	  date that is the same or less than the
	  day the sup is received
	  − 3, if request previously confirmed

	till pending with a due date greater than the day the sup is received – 2 post confirmation if the original request was Flowthough and if service order is still pending with a due date greater than the day the sup is received • Option B (PA only) • Clec to Clec "As Specified (Full Migration) Includes: -Local & Foreign Directory Lstg for Straight Main and Additional Listings • Partial migrations (non- BTN) • Coin to PAL for New Jersey, Delaware, Pennsylvania -As is -As Specified -Disconnect Subsequent changes: -PIC/LPIC changes -Line Side Answer Supervision -Blocking Options	

LINE SPLITTING (PLATFORM)	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Line Splitting	• Line Splitting Account Activity *Includes:* -Platform USOC In scope list by State -Change PIC/LPIC -Add, Change, Remove Freeze PIC/LPIC -Add Change Delete Blocking -Add, Change Delete Features • Disconnects with Line Splitting • Line Sharing to Line Splitting (Same CLEC)	

LIDB (Line Information Data Base) Offered by Contract	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
LIDB	All (only an ACT of C and an LNA of C is allowed)	

Standalone Directory	Request Types Mechanically Generated (Flow-through)	Exceptions* *Is not inclusive of LSR entry errors
Standalone Directory Listings	• Local & Foreign New, Change, Delete Directory Lstg for Straight Main and Additional listings • Supplement Type (Sup) – 1, 2, 3 if confirmation not sent on any prior version –1 post confirmation if service order is still pending with a due date greater than the day the sup is received – 2 post confirmation if the original request was Flowthough and if service order is still pending with a due date greater than the day the sup is received	• Directory Captions and Indents, Special instruction lstgs • SADLO – NEW ADDR • total number of listings over 99 • All listing changes that are not end state. (i.e. request that does not contain all necessary listing fields including LAPR (Listed Address House Prefix) LANO (Listed Address House Number) LASF (Listed Address House Number Suffix) LASD (Listed Address Street Directional) LASN (Listed Address Street Name) LATH (Listed Address Thoroughfare) LASS (Listed Address Street Suffix) LALOC (Listed Address Locality) LAST (Listed Address State/Province) LAZC (Listed Address Zip Code) If they are present on the existing listing • Supplement Type (Sup) –1 post confirmation if service order is still pending with a due date that is the same or less than the day the sup is received – 2 post confirmation if the original request was not Flowthough or if service order is still pending with a due date that is the same or less than the day the sup is received –3, if request previously confirmed

Note:
1. Listing Exception: 20 or more listings in DC, MD, VA, WV do not flow Level 5
3. Unless otherwise noted in Request Types Mechanically Generated (Flow-through), product to product
   e.i. Loop to Loop, does not flow through at Level 5.

All Forecasting Guides can be found in the CLEC Handbook, Volume 1

Forecasting Information: CLEC Volume 1, Section 8
http:/128.11.40.241/east/wholesale/resources/master.htm

Forecasting Templates
http:/128.11.40.241/east/wholesale/resources/master.htm

Telecom Industry Services

CLEC Interconnection Trunking Forecast Guide

September 2000

Introduction

Introduction	The purpose of this CLEC Interconnection Trunking Forecast Guide and attached documents is to provide guidelines for the formats and language to be used in exchanges of forecast information between CLECs and Verizon. **These guidelines in no way supersede any established or future Interconnection Agreements between Verizon and individual CLECs.** The Verizon CLEC Interconnection Trunking Forecast Process is an interactive planning process between the CLECs and Verizon. This recommended process represents a work in progress and may be modified as appropriate.
Initial Implementation	The Trunk Forecasting Process was implemented to meet the requirements of Verizon's forecasting and capital budget process.
Evaluation	The Trunk Forecasting Process will be monitored by Verizon with input from all CLECs to evaluate the success of the forecast process.

CLEC Interconnection Trunking Forecast Process

Why Do We Need Forecasts?	1. To ensure that trunk groups do not exceed their design blocking thresholds. 2. To ensure adequate infrastructure planning to meet customer service requirements within standard intervals. 3. CLECs and Verizon analyze forecast information in order to: • Design optimum network infrastructure. • Prioritize and allocate limited capital funds for next year's switching, transport and OSS projects. • Allocate expense budgets and human resources.
Impact of Unforecasted Demand	Unforecasted Demand Forces: • Blockage that exceeds design blocking thresholds. • Redesign of infrastructure network in various areas. • Sub-optimization of planned aggregate infrastructure. • Reallocation of funds for infrastructure. • Reprioritizing, rescheduling, or cancellation of planned projects. • Reallocation of human resources.

When Will This Trunk Forecast be Provided?	On a semiannual basis, CLECs will be requested to provide Verizon with at least a two year detailed forecast of its traffic and volume requirements for all CLEC Interconnection Trunking. This should include requirements for both new growth and change in volumes.
	This forecast must be provided on February 1ˢᵗ and August 1ˢᵗ each year.
	To facilitate the forecast, Verizon's TIS Account Team will send out a letter with a 3.5Mb diskette (with an attached VZ Excel forecast spreadsheet) to each CLEC
How will feedback be provided on the process?	Verizon will review the forecast and provide feedback to individual CLECs as appropriate.
	A CLEC or Verizon can also request a meeting to discuss the forecast process.
Degree of Confidence	The CLEC should strive to provide Verizon with a high degree of accuracy. The remarks section of the forecast template should be used to identify high priority requirements and indicate special considerations. Verizon may use the remarks as a guide for discussions at joint meetings.
Distribution of the Official Forecast	Forecasts will only be made available to those parties within Verizon with a need to know and will be in compliance with the appropriate Interconnection Agreements. For example, Verizon- Telecom Industry Services, Verizon - Network Forecasting and Network Provisioning groups.
	Individual CLEC forecasts will not be shared with other CLECs or Verizon Retail.
How should each party provide feedback to the other of a spike in demand/project that is Unforecasted for the current year?	Each party will notify the other when they project a significant short term spike in demand which has the potential to impact infrastructure and/or workforce balance. This notification will be done via letter to the other party (ex. CLEC obtains a new ISP) via the respective account managers. A copy may be sent to the appropriate provisioning group in Verizon.
	For example, significant changes can include :
	• A new CLEC POI
	• Advancing or delaying significant trunk requirements from one year to another
	• Unforecasted trunking requirements
	• New Switch
Joint Network Planning Reviews	May be called by either party as required. These meetings will include engineering representatives from each party. May include discussions on changes in POI, additional transport requirements, additional trunking requirements, significant advances or delays in requirements from one year to another.

CLEC Interconnection Trunking Forecast Guide

Forecast Template Field Definitions

Header Section

1. **CLEC Name:**

   DEFINITION: This field identifies the Telecommunications Carrier issuing the trunk forecast.

   EXAMPLE: ABC Telecom

2. **Forecast Issue Date:**

   DEFINITION: This field identifies the date the trunk forecast is issued by the Telecommunications Carrier.

   EXAMPLE: 2/1/98

3. **Issued By:**

   DEFINITION: This field identifies the name and the title of the person issuing the Forecast for the CLEC.

   USAGE: This information will be used by Verizon to contact the CLEC if additional information concerning the forecast is required.

   EXAMPLE: Jane Doe, Network Manager

4. **Reach Number:**

   DEFINITION: This field identifies the Telephone Reach Number of the CLEC employee who originated this trunk forecast. The field should contain a three-digit area code, three-digit exchange, and a four-digit line number.

   USAGE: This information will be used by Verizon to contact the CLEC if additional information concerning the forecast is required.

   EXAMPLE: 1-800-555-1212

5. **LATA:**

   DEFINITION: This field indicates the LATA which the trunk group(s) forecast will serve. A separate forecast template should be prepared for each LATA for which the CLEC is providing trunk forecasts.

   USAGE: This information will be used to distribute the forecasts to appropriate personnel within Verizon.

   EXAMPLE: 132

Trunk Group Specific Section

6. **ACTL (Access Customer Terminal Location / POI (Point of Interface):**

   DEFINITION: This field identifies the CLLI Code of the Terminal Location / POI of the CLEC providing the IntraLata Service. If the CLEC does not have a CLLI Code for a particular ACTL / POI, the CLEC should contact their Verizon account manager to obtain a code prior to the submission of the trunk forecast.

   USAGE: This field identifies the physical drop-off point of traffic to the CLEC.

   EXAMPLE: GRCYNYAANMD

7. **TSC (Two Six Code) / NEW:**

   DEFINITION: This field identifies the unique number assigned to the Trunk Group by Verizon. **For new trunk groups, indicate "New" in the field.**

   USAGE: This field assures that Verizon and the CLEC are referencing the appropriate trunk group.

   EXAMPLE: AQ123456

8. **Verizon CLLI:**

   DEFINITION: This field is the eleven (11) character CLLI (Common Language Location Identification) Code of the Verizon switch.

   USAGE: The CLLI identifies the Verizon switch in unique terms.

   EXAMPLE: GRCYNYCG02T

9A. **TO (Traffic Origination)**

   DEFINITION: This field is used to identify the direction of traffic for each trunk group between Verizon and the CLEC.

   USAGE: The following codes should be used. **VZ**= Traffic originates with Verizon, **CL**= Traffic originates with CLEC, **2W** = Two Way Traffic

   EXAMPLE: VZ, CL, 2W

9. **DS (Direction and Type of Signaling)**

DEFINITION: This field is a two character code which identifies the direction of traffic movement for trunk groups and the type of pulsing signals between the Verizon and CLEC location. Refer to Bellcore standard BR756-350-522 Issue3, Section 2, January 1989 for a complete list of definitions. The following table represents the most common selections:

DS	Description
MM	Two way MF pulsing
-M	MF pulsing from CLEC to Bell Atlantic
M-	MF pulsing from Bell Atlantic to CLEC
77	Two way SS#7 pulsing
-7	SS#7 pulsing from CLEC to Bell Atlantic
7-	SS#7 pulsing from Bell Atlantic to CLEC

USAGE: This field is required to help identify the components necessary to build the trunk group.

EXAMPLE: MM

10. **CLEC SWITCH CLLI:**

DEFINITION: This field is the eleven (11) character CLLI code of the CLEC Switch.

USAGE: The CLLI identifies the CLEC switch in unique terms.

EXAMPLE: GRCYNYAADS0

11. **INTERFACE TYPE (Point of Interconnection)**

DEFINITION: This element describes the Interface Group desired for this traffic. These Groups relate to the CLEC POI Interface Groups for Switched Access Service.

Interface Type	CLEC/Verizon Point of Interconnection
DS1	DS1 Level High Speed Digital (1.544 MBPS)
DS3	DS3 Level High Speed Digital (44.736 MBPS)

USAGE: This field is required on all documents.

EXAMPLE: DS1

12. **56 KB or 64 Clear Channel:**

DEFINITION: This field defines the requirement for either 56KB or 64 clear channel on this trunk group.

USAGE: This field is required to help identify the components necessary to build the trunk group.

EXAMPLE: 56 or 64

Current Year Trunk Requirements

13. **Trunks In-Service As Of Forecast Issue Date:**

DEFINITION: This field identifies the number of **DS0** trunks In Service for this trunk group as of the date of the forecast.

USAGE: This information gives Verizon evaluates the starting point for this forecast.

EXAMPLE: 192

14. **1Q FCST, 2Q FCST, 3Q FCST, 4Q FCST:**

DEFINITION: These fields indicate the cumulative trunk quantity forecasted for each quarter of the current year. Quantities indicate end of quarter requirements. As quarterly updates are provided, fields for past quarters should be used to indicate actual in-service amounts.

USAGE: This information will identify any changes in requirements for the current year.

EXAMPLE: 192 Trunks (Only the number of DS0 trunks required)

Trunk Forecast Requirements - Current Year + 1

15. **1Q, 2Q, 3Q, 4Q:**

DEFINITION: These fields indicate the cumulative trunk quantities forecasted to be required for the First Future Year (Current Year +1) by quarter for that year. Quantities indicate end of quarter requirements.

USAGE: This information provides and indication of timing as well as volumes for the forecast year.

EXAMPLE: 216 Trunks (Only the number of DS0 trunks required)

16. **Trunk Forecast Requirements - Current Year + 2 :**

DEFINITION: This field indicates the cumulative trunk quantities forecasted to be required for the second future Year (Current Year +2) as of the end of the year.

USAGE: This information provides volumes for the forecast year.

EXAMPLE: 216 Trunks (Only the number of DS0 trunks required)

Other

17. **REMARKS:**

DEFINITION: This field is used to expand upon/clarify-forecast data for each trunk group. It should be used to identify the sizing and timing of major projects, major shifts in demand, new switches etc.

USAGE: This field should be used to identify high priority requirements and other forecast items to be included in correspondence and discussions with Verizon.

EXAMPLE: Will be establishing new POI in late in year 2000.

"Appendix I part II.xls"

All forecasting Guides can be found in the CLEC Handbook, Volume 1

Forecasting Information: CLEC Volume 1, Section 8
http://128.11.40.241/east/wholesale/resources/master.htm

Forecasting Templates
 http://128.11.40.241/east/wholesale/resources/master.htm

Collocation
Forecast Guide

September 2000

Introduction

Introduction	The purpose of this CLEC Collocation Forecast Guide and attached exhibits is to provide guidelines for the formats and language to be used in exchanges of collocation forecast information between CLECs and Verizon. **These guidelines in no way supersede any established or future Interconnection Agreements between Verizon and individual CLECs. These guidelines in no way supercede any regulatory orders or tariff provisions related to collocation.** The development of the CLEC Collocation Forecast process is a collaborative initiative between CLECs and Verizon. It is being developed in an effort to improve the network planning process for CLECs and Verizon. In addition to network planning, another goal of the process is to improve the quality and timeliness of industry information regarding space availability in particular Verizon Central Office locations. The design of the Guide is based on the successful New York CLEC Interconnection Trunk Forecast Guide. This recommended process may be modified as appropriate.

CLEC Collocation Forecast Process

Why are forecasts required?	To ensure adequate infrastructure planning to meet customer service requirements within standard intervals. CLECs and Verizon analyze forecast information in order to: • Design optimum network infrastructure. • Prioritize and allocate limited capital funds for future projects. • Allocate expense budgets and human resources.
Impact of unforecasted demand	Unforecasted collocation demand causes: • Delays in cage construction. • Delays in meeting power requirements. • Delays in conditioning space in Central Offices. • Reallocation of capital funding for buildings work. • Excessive expense for unplanned construction. • Reprioritizing, rescheduling, or cancellation of planned projects. • Reallocation of human resources.
When will this collocation forecast be provided to Verizon?	On a semi-annual basis, CLECs will be requested to provide Verizon with a two year detailed forecast of its physical and virtual collocation requirements. This should include requirements for new growth, changes from previously provided forecasts and deletions from previously provided forecasts. **This forecast must be provided no later than February 1st and August 1st of each year in accordance with the Verizon Telecom Industry Services semi-annual forecast cycle. To the extent that a CLEC has significant modifications to a previously provided forecast, or is a new entrant, out-of-cycle forecasts will always be accepted by Verizon and will be used for planning purposes.** To facilitate CLEC collocation forecasts, Verizon's TIS Account Team will send CLECs a forecast request letter along with a floppy diskette which will contain a collocation template.

How information will be provided?	CLECs may request meetings with Verizon to discuss the collocation process. Information on available space in Verizon Central Offices will be provided via the TIS web site.
Are there special requirements for virtual collocation?	It is important to identify the type of virtual collocation equipment that will be deployed. This will enable Verizon to plan for any provisioning or training requirements for non-standard equipment. See template instruction #17 and the attached exhibits.
Degree of confidence	The CLEC should strive to provide Verizon with a high degree of accuracy in the timing, location and sizing of collocation projects. Special attention should be paid to the information provided for Year 1, in accordance with a forecasting carrier's current business plan.
Distribution of the official forecast	Forecasts will only be made available to those parties within Verizon with a need to know. For example, Verizon-Telecom Industry Services, Verizon-Network Forecasting and Verizon-Network Provisioning groups will be receiving this forecast information. Individual CLEC forecasts will not be shared with other CLECs or Verizon Retail Marketing organizations.
How should each party provide information to the other regarding an out-of-cycle change in demand that is not forecasted in the current Feb 1st or Aug 1st view?	During the time period between forecast cycles, each party will notify the other when they project a significant change in demand that has the potential to impact infrastructure and/or workforce balance. Special attention should be paid to changes in a Year 1 forecast. Notification from CLECs, via E-mail and hard copy, should be directed to the respective Verizon Account Manager and Verizon Collocation Project Manager Examples of changes can include : • A new CLEC requirement for physical or virtual collocation. • A change in "Application" or "In Service" month or year • A deletion of previously forecasted demand. • A change in the status of a Verizon Central Office.
What should a CLEC do if there is no change in a forecast provided six months earlier?	The CLEC should always send their most recent forecast to Verizon. If there are no changes, the CLEC should simply re-send the document and provide an affirmative statement that there are no changes to the previously provided forecast. The affirmative statement will eliminate confusion and save time for all parties.
Joint network planning reviews	May be called by either party as required. These meetings will include network operations and/or project management representatives from each party. These reviews may be scheduled to discuss the significant forecast changes cited above.

CLEC Interconnection Collocation Forecast Guide
Forecast Template Field Definitions

Header Section (See Exhibits for examples)

1. Company Name:

DEFINITION: This field identifies the Competitive Local Exchange Carrier (CLEC) issuing the collocation forecast.

USAGE: Used by Verizon to identify individual carrier forecasts.

EXAMPLE: ABC Telecom

2. Company Contact Person:

DEFINITION: This field identifies the individual at the CLEC responsible to submit the forecast and act as a contact person for Verizon.

USAGE: This information will be used by Verizon to contact the CLEC if additional information concerning the forecast needs to be communicated.

EXAMPLE: Jane Doe

3. Company Contact Person Telephone Number:

DEFINITION: This field identifies the telephone number of the contact person.

USAGE: This information will be used by Verizon to contact the CLEC if additional information concerning the forecast needs to be communicated.

EXAMPLE: 212-555-1234

4. Verizon Account Manager:

DEFINITION: This field is used to identify the name of the Verizon Account Manager assigned to the CLEC providing the forecast.

USAGE: This information will be used by the CLEC and by Verizon to insure that the forecast is forwarded to the appropriate individual in Verizon.

EXAMPLE: Tom Dreyer

5. Date of This Forecast

DEFINITION: This field is used to identify the date on which the current forecast is being submitted.

USAGE: This information will be used by Verizon to distinguish the current view from previously provided forecast information.

EXAMPLE: August 1, 1999

6. Date of Previous Forecast

DEFINITION: This field is used to identify the most recent CLEC provided forecast date.

USAGE: This information will be used by Verizon to identify Adds, Changes and Deletions to previously forecasted information.

EXAMPLE: August 1, 1998

Collocation Specific Section

7. Request Number:

DEFINITION: This field is used to numerically identify each individual request that appears on the forecast template.

USAGE: This information will be used by Verizon to identify and refer to individual forecast requests.

EXAMPLE: 1, 2, 3 etc.

8. State:

DEFINITION: This field identifies the state for which the forecast is being made.

USAGE: This information will be used by Verizon to sort and to aggregate demand forecast data by state.

EXAMPLE: NY

9. LATA:

DEFINITION: This field identifies the LATA for which the forecast is being made.

USAGE: This information will be used by Verizon to sort and to aggregate demand forecast data by LATA.

EXAMPLE: 132

10. City/County

DEFINITION: This field identifies the city or county for which the forecast is being made.

USAGE: This information will be used by Verizon to sort and to aggregate demand forecast data by city and/or county.

EXAMPLE: Manhattan

11. Central Office CLLI Code

DEFINITION: This field identifies the eight- (8) character CLLI (Common Language Location Identifier) code of the specific central office for which the forecast is being made.

USAGE: This information will be used by Verizon to sort and to aggregate demand forecast data by Verizon central office.

EXAMPLE: NYCMNY42

12. Quantity:

DEFINITION: This field identifies the quantity of offices the CLEC expects to apply for in a specific state, LATA, city or county when the CLEC has not yet determined the specific central offices where they will apply for collocation. If a specific CLLI code is supplied, this field will always be one (1).

USAGE: This information will be used by Verizon to aggregate demand by state, LATA, city/county when the CLEC is unsure of the exact offices that will be applied for.

EXAMPLE: 5

13. Application Month:

DEFINITION: This field identifies the month in which the CLEC plans to submit the application for collocation. The year that the application will be submitted is the forecast year shown at the top of the template, for example "1998". A separate template is required for each forecast year

USAGE: This information will be used by Verizon to sort and aggregate forecast demand data by application month**.**

EXAMPLE: August 1999

14. Requested In-Service Month

DEFINITION: This field identifies the month in which service is required. Requested In-service month is based upon the appropriate provisioning intervals and/or tariff provisions in specific jurisdictions and is dependent on what type of collocation is being requested.

USAGE: This information will be used by Verizon to sort and aggregate demand forecast data by requested In-Service month. Note: "In Service" month refers to the point in time when the collocation project is completed, turned over to the CLEC and capable of being occupied. For

Year 2 an attempt should be made to provide as much detailed information as possible. General information will be accepted for planning purposes.

EXAMPLE: January 1999

15. Type of Collocation (Physical or Virtual)

DEFINITION: This field identifies the type of collocation the CLEC plans to apply for.

USAGE: This information will be used by Verizon plan collocation space.

EXAMPLE: Physical

16. New Arrangement or Augment to Existing

DEFINITION: This field identifies whether the CLEC will be requesting a new collocation arrangement or is planning to augment an existing arrangement. Augments include expansions of existing cages, additional power requirements or additional cabling (DS1, DS3's, SVGAL etc.)

USAGE: This information will be used by Verizon to account for collocation requirements in planning collocation space, power plant growth, etc.

EXAMPLE: Power Augment

17. Floor Space in Sq. Ft. (Physical only)

DEFINITION: This field identifies the amount of square footage that will be requested for new physical collocation requests or expansion requests to existing arrangements.
This field is not applicable when requesting virtual collocation.

USAGE: This information will be used by Verizon to plan collocation space.

EXAMPLE: 100 Sq. Ft.

18. Type of Equipment (Virtual Only)

DEFINITION: This field identifies the high level description of the type of equipment the CLEC will request to have installed in the virtual collocation arrangement. This information may also be supplied for physical collocation requests, but is not mandatory.

USAGE: Verizon will use this information for the planning of virtual collocation space requirements

EXAMPLE: OC48, SLC2000

19. Forecast Update Code

DEFINITION: This field categorizes the entry based on previously forecasted information.

USAGE: Verizon will use this information to synchronize new forecast entries with previously provided forecasts and collocation applications.

EXAMPLE: For an "Add" not previously forecasted enter "A"
              For a "Change" to a previous forecast enter "C"
              For a "Delete" to a previous forecast enter "D"

Delaware Carrier to Carrier Statistical Methodologies:

The incumbent local exchange carrier (ILEC) may be required to use statistical methodologies as a means to determine if "parity" exists, or if the performance for competitive local exchange carriers (CLECs) is equivalent to the performance for the incumbent LEC. For performance measures where "parity" is the standard and sufficient sample size exists, the incumbent LEC will use the "modified t statistic" proposed by a number of CLECs in LCUG (Local Competitors User Group) for measured variables. For the evaluation of parity metrics involving counted variables, the permutation test, also known as Fisher's exact test, will be used. The specific definitions and formulas are detailed below:

Definitions and Formulas:

Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.

Counted Variables are metrics of proportions, such as percent measures.

$\overline{X}$ denotes the average performance or mean of the sample
S denotes the standard deviation
n denotes the sample size
p denotes the proportion of failed performance, for percentages 10% translates to a 0.10 proportion

A statistical score below −1.645 is associated with a 5% percent or less chance that the performance for the CLEC will be incorrectly judged as being inferior to the ILEC performance, when, in fact, the performance for the CLEC is superior (Type I error).   Note: For the purposes of the statistical evaluation of measured variable sample sizes of 30 or more, the standard normal Z distribution is used as reasonably approximating Student's t distribution.

Counted Variables: The statistical score equivalent for counted variables is the standard normal Z score that has the same probability as the significance probability of the permutation test (a.k.a., Fisher's exact test). Specifically, the statistical score equivalent refers to the inverse of the standard normal cumulative distribution associated with the following hypergeometric distribution probability of seeing the number of failures, or greater in the CLEC sample.

$$1 - \left\{ \sum_{i=\max(0,\{[n_{inc}p_{inc}+n_{clec}p_{clec}]+[n_{clec}]-[n_{inc}+n_{clec}]\})}^{n_{clec}p_{clec}-1} \frac{\dbinom{[n_{clec}p_{clec}+n_{inc}p_{inc}]}{i}\dbinom{[n_{clec}+n_{inc}]-[n_{clec}p_{clec}+n_{inc}p_{inc}]}{n_{clec}-i}}{\dbinom{[n_{clec}+n_{inc}]}{n_{clec}}} \right\}$$

Measured Variables: The statistical score is the LCUG-t score

$$t = \frac{\overline{X}_{inc} - \overline{X}_{clec}}{\sqrt{S^2_{inc}\left(\dfrac{1}{n_{inc}} + \dfrac{1}{n_{clec}}\right)}}$$

Note: If the metric is one where a higher mean or higher percentage signifies better performance, the means (measured variables) in the numerator of the LCUG t formula should be reversed

Sample Size Requirements:

SMALL SAMPLE SIZE

The assumptions that underlie the statistical models used here include the requirement that the two groups of data are comparable. With larger sample sizes, differences in characteristics associated with individual customers are more likely to average out. With smaller sample sizes, there may be an issue regarding whether or not the characteristics of the sample reasonably represent the population. In order to permit meaningful statistical analysis to be performed and confident conclusions to be drawn, the sample size must be sufficiently large to minimize the violations of the assumptions underlying the statistical model. This involves not only statistical considerations, but also requires some practical judgement.   The following will indicate the minimum sample sizes below which parity metrics results (for both counted and measured variables) may not permit reasonable statistical conclusions.

       Statistical tests of parity should be performed under the following conditions:
              If there are only 6 of one group (ILEC or CLEC), the other must be at least 30.
              If there are only 7 of one, the other must be at least 18.
              If there are only 8 of one, the other must be at least 14.
              If there are only 9 of one, the other must be at least 12.
              Any sample of at least 10 of one and at least 10 of the other is to be used for statistical evaluation.

A parity metric comparison that does not meet the above sample size criteria may be taken to the Carrier Working Group for further evaluation. However, the means (or proportions) and number of observations will be reported.

MEASURED VARIABLES WITH SAMPLE SIZE LESS THAN 30

If either the CLEC or ILEC sample size is less than 30 for a measured variable and if the sample sizes exceed the minimum sample sizes described above, then the following statistical evaluation procedure will be used:

If the absolute performance for the CLEC is better than the incumbent LEC's performance, no statistical analysis is required.

a.) If the performance is worse for the CLEC than for the incumbent LEC, the incumbent LEC may use the LCUG t score until such time as a permutation test can be run in an automated fashion. Once the permutation test can be run in an automated fashion, it should be performed for all measured variable statistical tests having a sample size of less than 30.

b.) If the LCUG t score indicates an "out of parity" result, the incumbent LEC will run the permutation test.

c.) If the permutation test shows an "out of parity" condition, the incumbent LEC may perform a root cause analysis to determine cause, or may be required by the Carrier Working Group to perform a root cause analysis. If the cause is the result of "clustering" within the data, the incumbent LEC will provide such documentation. The nature of the variables used in the performance measures is that they do not meet the requirements 100% of the time for any statistical testing. Individual data points are not independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including the incumbent LEC's troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, the incumbent LEC will identify such behavior and work with the respective CLEC on corrective action.

Exceptions:

Another assumption underlying the statistical models used here is the assumption that the data is independent. In some instances, events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence may be referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles etc.) are clustered together as one single event. This being the case, the incumbent LEC will file an exception to the performance scores if the following events occur:

a.) **Event Driven Clustering- - Cable Failure**: If a significant proportion (more than 30%) of a CLECs troubles are in a single cable failure, the incumbent LEC will provide the data demonstrating that all troubles within that failure, including the incumbent LEC's troubles were resolved in an equivalent manner. Then, the incumbent LEC will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and the incumbent LEC and the remaining troubles compared according to normal statistical methodologies.

b.) **Location Driven Clustering - - Facility Problems**: If a significant proportion (more than 30%)of a CLECs missed installation orders and resulting delay days were due to an individual location with a significant facility problem, the incumbent LEC will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, the incumbent LEC will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

c.) **Time Driven Clustering - - Single Day Events**: If significant proportion (more than 30%)of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity is in a single day, the incumbent LEC will provide the data demonstrating that the activity is on that day. The incumbent LEC will compare that single day's performance for the CLEC to incumbent LEC's own performance. Then, the incumbent LEC will provide data with that day excluded from overall performance to demonstrate "parity".

d.) **CLEC Actions**: If performance for any measure is impacted by unusual CLEC behavior, the incumbent LEC will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders, where extended due dates are desired, and delays in rescheduling appointments, when the incumbent LEC has missed an appointment. If such action negatively impacts performance, the incumbent LEC will provide appropriate detail documentation of the events and communication to the individual CLEC and the Commission.

Documentation:

The incumbent LEC will provide all details, ensuring protection of customer proprietary information to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of the incumbent LEC's and CLEC performance. For cable failures, the incumbent LEC will provide appropriate documentation detailing all other troubles associated with that cable failure.

Flow Chart of Log Gamma Based Hypergeometric
Routine for C2C Report
Counted Variable Metric Comparisons

START
Collect Inputs

| Incumbent Proportion (incprop) | CLEC Proportion (clecprop) | Incumbent Total Obs (inctotal) | CLEC Total Obs (clectotal) |

Calculate: CLEC Failures (clecfail)
Incumbent Failures (incfail)
Total Failures (totfail)
Combined Total Observations (tottotal)
Total Proportion (totprop)
Note: If metric is one where a higher percentage is
better, the number of failures is calculated as one minus
the proportion multiplied by the number of observations
instead of reported proportion x number of observations.

Statistical tests of parity should be performed under the following conditions:
If there are only 6 of one group (ILEC or CLEC), the other must be at least 30.
If there are only 7 of one, the other must be at least 18.
If there are only 8 of one, the other must be at least 14.
If there are only 9 of one, the other must be at least 12.

Any sample of at least 10 of one and at least 10 of the other ok for statistical evaluation.
A parity metric comparison that does not meet the above sample size criteria may be
taken to the Carrier Working Group for further evaluation.

Set "cumulative probability total" cell entry to 0

Loop: For i = max(0, [totfail + clectotal - tottotal]) to (clecfail - 1):
Use the the natural logarithm of the gamma function to calculate the probability of
getting exactly i failures in a sample the size of the CLEC total
given the combined total failures and the combined total number of observations.
i.e. = exp[ln gamma(totfail+1)
+ln gamma(tottotal-totfail+1)
+ln gamma(tottotal-clectotal+1)
+ln gamma(clectotal+1)
-ln gamma(i+1)
-ln gamma(totfail-i+1)
-ln gamma(tottotal+i-totfail-clectotal+1)
-ln gamma(clectotal-i+1)
-ln gamma(tottotal+1)]
Add this probability to the entry in the "cumulative probability total" cell.

The probability for the metric comparison is based upon the
cumulative probability that exists in the "cumulative probability total"
cell at the end of looping.

Determine the C2C Report "Statistical Score Equivalent" as the
standard normal Z score that has the same probability as one minus
the probability in the "cumulative probability total" cell.

Order Accuracy:

Permanent Solution:

Order accuracy performance will be completed using a sampling process whereby 20 completed Service Orders are selected each day using a random number generator within Request Manager. Verizon will print a copy of each Service Order and a copy of the last version of the associated LSR. The complexity of each order type precludes a complete list on a field by field basis for inclusion in this filing. However the specific fields to be addressed include:

- Billed Telephone Number
- RSID or AECN
- PON Number
- Telephone Number (if applicable, required for resold POTS, Platform and LNP/INP)
- Ported TN (if applicable, required for LNP/INP)
- Circuit ID (if applicable, required for specials and loops)
- Directory Listing Information (if included)
- E911 Listing Information (if changing and appropriate)
- Features (for Resale, UNE-P and Switching orders)
- Due Date
- Remarks (if applicable)

Includes all fields on service order that impact service. For example "optional fields" such as call forwarding to telephone number would be included as a "feature" field and be subject to review.

DEappx_n_0702.xls

TEST DECK

PRE-ORDER AND ORDER WEIGHTS

POWeights-LSOG4-P
ADE-C2C-AGG.xls

Reserved for Future Use

New York Carrier Working Group
**Statement of Purpose &
Guidelines for Participation**

Reviewing and revising Case 97-C-0139 Carrier-to-Carrier guidelines for performance metrics in the state of New York is primary purpose of this group. Carrier Working Group will address only those issues that pertain to the state of New York or are common to New York and other states.

Party participation in the Carrier Working Group is limited to ILECs, CLECs, Commission staffs, and Consultants sponsored by any of the preceding entities. Active participants are requested to acknowledge their understanding of the Guidelines for Participation by providing their signature at the bottom of this document.

While parties understand that consensus does not mean unanimous approval, the group recognizes that it has historically operated most effectively by modifying resolutions of issues to the maximum extent possible to achieve unanimity and minimizing the number of issues left to the Commission for decision.

General Guidelines:
- Carrier Working Group meetings are public however the call-in number will only be circulated to active participants.
- All participants to a Carrier Working Group conference call must announce themselves.
- Discussions are confidential.
- Discussions conducted via email are also confidential and only to be distributed among active participants.
- All subgroup and committee meetings and discussions are confidential.
- All public documents and discussions of the Carrier Working Group activities shall contain no attribution, i.e., individual carriers' positions will not be disclosed.
- If a party raises an issue that the Carrier Working Group decides is not applicable to New York, the Group will facilitate a separate meeting for those interested parties and the associated State Commission staff.

- While discussions are open to all, a party may participate in the consensus assessment process only if it operates in New York. A party that attends Carrier Working Group meetings for purposes of monitoring only cannot block consensus.
- Verizon will post the Consensus Log, Scope & Schedule List and Meeting Agendas on its website
- Those parties interested in participating or requesting scope and schedule items may do so at Verizon's web site.
- Parties agree to complete assigned action items in a timely manner.

_____

Participant Signature

ATTACHMENT E

Reference #1 http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf

Reference 1: Information contained on web-site http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf , referenced in the PO-1 section of the C2C guidelines, at the time of the July, 2002 C2C guidelines filing is as follows:

Date	Holiday	DC	MD	VA	WV	PA	DE	NJ
01/01/2002	New Year's Day	Y	Y	Y	Y	Y	Y	Y
02/18/2002	President's Day	Y	Y	Y	Y	Y	Y	Y
03/29/2002	Good Friday	N	N	N	N	Y	Y	N
05/27/2002	Memorial Day	Y	Y	Y	Y	Y	Y	Y
07/04/2002	Independence Day	Y	Y	Y	Y	Y	Y	Y
09/02/2002	Labor Day	Y	Y	Y	Y	Y	Y	Y
10/14/2002	Columbus Day	N	N	N	N	N	N	Y
11/11/2002	Veteran's Day	Y	Y	Y	Y	Y	Y	Y
11/28/2002	Thanksgiving Day	Y	Y	Y	Y	Y	Y	Y
11/29/2002	Day After Thanksgiving	Y	Y	Y	Y	N	Y	N
12/25/2002	Christmas Day	Y	Y	Y	Y	Y	Y	Y

Reference #2: Information contained on web-site http://128.11.40.241/east/wholesale/contact/master.htm referenced in section PO-3 of the C2C guidelines at the time of July, 2002 filing appeared as follows:

VERIZON
National Market Center
Escalation List for DE, NJ and PA
Call Center Hours of Operation: Monday - Friday 8:00 A.M. - 6:00 P.M.

Contact	New Jersey (Platform, Resale, & UNE)	Pennsylvania & Delaware (Platform, Resale, & UNE)	Delaware, New Jersey, & Pennsylvania (ASR)
Point of Entry Service Representative	(888) 847-6288 Menu Selection #3	(888) 847-6288 Menu Selection #2	(888) 847-6288 Menu Selection #2
First Level NMC Escalation	(888) 847-6288 Menu Selection #3, 7	(888) 847-6288 Menu Selection #2, 7	(888) 847-6288 Menu Selection #2, 4
Second Level NMC Escalation	Ruel McDalton Tel # 973 649-6439	Thomas Heiles Tel # 412 633-4042	Sandra Burden Tel # 412 633-2171
Third Level NMC Escalation	Kate Evanchec Tel # 412 633-3616 Ken Harrison Tel # 973 649-3456		Charlene Sanders Tel # 412 633-3766
Customer Care Manager	Diane Sherry Tel # 617 342-0992		
NMC Director	Tawana Tibbs Tel # 212 395-2099		

Regional CLEC Maintenance Center Escalation List

For RCMC Out of Hours Escalations, call 888 270-1800 and ask for the duty supervisor.

Escalation Level 1: Customer Care

POTS / Resale / UNE-P	DSL / Line Sharing / Hicaps
804 204 2137	973 649 8881

Escalation Level 2: Customer Care Supervisors

POTS / Resale / UNE-P		DSL / Line Sharing / Hicaps	
Sheri Patterson	804 340 5846	Mary Curry	973 497 4444
Leonard Jackson	804 340 4807	Nelson Gonzalez	973 497 4445
Christine Conner	804 340 4928	Cherisse Rheubottom	973 497 4459
Beth Waters	804 340 5848	Alizannette Rodriguez	973 649 5016
Kathryn McNamee	804 340 5847	Alien Finklin	973 649 3415

Escalation Level 3: Center Managers

POTS / Resale / UNE-P	DSL

Chris Alston	804 340 4932	Charlie Amato	973 649 0651
EQCU / Line Sharing		UNE Hicap	
Dave Ehrman	973 497 9747	Scott Sandhovel	973 649 2055

Escalation Level 4:

Maureen Davis Executive Director – CLEC Operations 301 282 8983

Escalation Level 5:

Tom Maguire Vice President – Verizon North CLEC Operations 212 395 3430
Clare Beth Nogay Vice President – Verizon South CLEC Operations 973 350 5111

For RCMC Out of Hours Escalations, call 888 270 1800 and ask for the duty supervisor

Last Updated 04/19/02

Resale Standard Intervals

TABLE OF CONTENTS

SECTION	PAGE

Verizon South

Resale Standard Intervals

Verizon-South Residence

SERVICE REQUEST	INTERVAL
SERVICE REQUEST (applies to initial negotiation only): See "-A" procedure for subsequent requests Unless otherwise noted, cut off time for LSR receipt is 5 p.m. Product Name Changes for DE, NJ, PA Only.	**DUE DATE INTERVAL TO OFFER (all intervals are business days):** The timing of the interval starts when Verizon receives an accurate LSR from the CLEC. Offered date is in pre-order DDA function. Example: Count Date Due As Follows: Today is Monday, day zero; Tuesday is day 1; Wednesday is day 2; Thursday is day 3
One Main Line – No Cut Through	Offer date in preorder DDA function
One Main Line – With Cut Through	LSR received before 12 Noon: Next day or any day thereafter LSR received after 12 Noon: 2 days or any day thereafter
2-5 Lines – With or without service already existing at premise	Standard 5 day interval or offered date in preorder DDA function (whichever is greater). Not to exceed 5 days in NJ
Additional Lines* - N&T: Up to and including 5 lines (existing service) (1-5) N&T up to and including 5 lines (no existing service) (1-5) *The term "negotiated" refers to the Internal/VZ negotiating done within various provisioning organizations	Standard 5 day interval or offered date in preorder DDA function (whichever is greater). Not to exceed 5 days in NJ LSR's received via fax require additional one day to be added to the intervals listed.
6 or more lines	Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date can be assigned to the order.
Cheap FX (non-designed-MD and VA only): 1-9 lines	DDA
Cheap FX (non-designed MD and VA only) 10+ lines	Negotiated*
LINE CHANGES	
Hunting Rearrangement: 1-20 lines	1 Day
Hunting Rearrangement: 20+ lines or complex	Negotiated*

SERVICE REQUEST	INTERVAL
POTS (Plain Old Telephone Service) Regrades	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Telephone Number Changes	LSR received before 12 Noon – Today LSR received after 12 Noon– Next Day
No Access on Original Order	2 days before 3 PM. After 3PM, 3 days
Medical Emergency	See Escalation Procedure
Critical Situation	See Escalation Procedure
PIC/LPIC Changes Intra Lata and Inter Lata	Same Day (can take up to 48 hours to complete) or Desired Due Date (whichever is greater)
FEATURES	
Call Gate & Do Not Disturb	2 days
Easy Voice	3 days
Ultra Forward & Remote Call Forwarding	2 days
Home Voice Mail (MDVW)	LSR received before 12 Noon - Today LSR received after 12 Noon – Next Day
Home Voice Mail (DE, NJ, PA)	2 Days
Telephone Protection Plan (DE)	1 Day
Message Waiting Indicator	3 Days
Talking Call Waiting (NJ)	LSR received before 2 PM: Today LSR received after 2 PM: Next Day (same as regular Call Waiting)
Call Intercept	1 day. Available in the following LATAs only: Phila. LATA 228 (Philadelphia Metro Area - 215, 267, 484, 610; includes DE) PA (LATA 226 Capital; Area Codes: 717, 610 & 814) PA (LATA 230 Altoona; Area Code: 814) PA (LATA 232 Northeast; Area Codes: primarily 570, some 717, 610 & 908) PA (LATA 234 Pittsburgh; Area Codes: 412 & 724) Wash. Met. (LATA 236) NJ (LATAs 220, 222, 224; Area Codes: 201, 609, 732, 856, 908 & 973) MD (all LATAs; Area Codes: 301, 240, 410 & 443) VA (Area Codes: 540, 571, 703, 804 & 757) WV (LATA 256 Clarksburg; LATA 254 Charleston)
Distinctive Ring (formerly Identa-Ring)	1 day
Caller ID & Deluxe	LSR received before 12 Noon – Today LSR received after 12 Noon - Next Day
Change from one type of Caller ID service to another type of Caller ID service	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Distinctive Ring (formerly Identa-Ring)	1 Day
Select Call Forwarding	LSR received before 12 Noon - Today LSR received after 12 Noon - Next Day
Call Forwarding Busy Line Don't Answer	LSR received before 2PM: Today LSR received after 2PM: Next Day
Call Forwarding Busy Line	LSR received before 2PM: Today LSR received after 2PM: Next Day
Call Forwarding Don't Answer	LSR received before 2PM: Today LSR received after 2PM: Next Day
All other IQ services	LSR issued before 12 Noon – Today LSR issued after 12 Noon – Next Day

SERVICE REQUEST	INTERVAL
Directory Assistance Listing Update	2 Days from Service Order Completion
Disconnect of Feature	Same Day
Party Line (Regrades)	Offered date in preorder DDA function
700/900 Block or Toll Block	LSR received before 12 Noon – Today
	LSR received after 12 Noon – Next Day
Temporary Suspend and Restore	LSR received before 3 PM – Today
	LSR received after 3 PM – Next Day

Verizon-South Business

SERVICE REQUEST	INTERVAL
SERVICE REQUEST (applies to initial negotiation only): See "-A" procedure for subsequent requests	**DUE DATE INTERVAL TO OFFER (all intervals are business days):** Offered date is in pre-order DDA function. Example: Count Date Due As Follows: Today is Monday, day zero; Tuesday is day 1; Wednesday is day 2; Thursday is day 3
INWARD POTS/MVP CENTREX	
Lines: Main and/or Additional lines, with or without premises visit (applies in all jurisdictions in Verizon South)	
1 Line (Main)	Green Light Day
2-5 Lines	Standard 5 day interval or offer date in preorder DDA function (whichever is greater)
6 or More Lines	Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before assigning a due date to the order
CHANGES: POTS REGRADES	
(Ex: From a limited to an unlimited or extended calling area service). Applies in all jurisdictions in Verizon South	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Gross Orders (large volume/more than 50 lines)/Multiple Regrades	3 Days
CHANGES: POTS/MVP CENTREX	
Telephone Number Changes (applies to all jurisdictions in Verizon South)	LSR received before 12 Noon – Today LSR received after 12 Noon– Next Day
POTS FX/FCO, MVP CENTREX FX/FCO Accounts	Special Services Interval
CHANGES: PIC CHANGES	
Add, Delete, Change (applies in all jurisdictions in Verizon South)	
POTS, MVP CENTREX (less than 30 lines only)	Same Day or Desired Due Date (whichever is greater)
POTS (31-50 lines only)	Same Day or Desired Due Date (whichever is greater)
POTS, Large Volume (more than 50 lines) PIC Changes	Same Day or Desired Due Date (whichever is greater)
POTS, Large Volume (more than 50 lines) PIC Changes	Individual Case Basis
Temporary Suspensions and Restorals	LSR received before 3 PM – Today LSR received after 3 PM – Next Day

SERVICE REQUEST	INTERVAL
Disconnect Orders (D & F) Applies to all jurisdictions in Verizon South	D and F orders are worked between 2 AM and 5 AM
POTS, MVP CENTREX Lines Only (less than 50 lines)	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
POTS, MVP CENTREX Lines Only (more than 50 lines)	3 Days
Home Voice Mail	LSR received before 12 Noon - Today LSR received after 12 Noon – Next Day
Gold Number Service	LSR received before 12 Noon - Today LSR received after 12 Noon - Next Day
INWARD (ADDING) OR CHANGES TO FEATURES ONLY ORDERS	
For POTS Accounts Only – Listed by Product. Applies in all jurisdictions in Verizon South	When the class of service is: 1BZ, 1BR, LMB, 1MB, BVA, 1VB, B1M, BML, and 1FB only
Call Answering/Voice Mail	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day Not available for resale except under special contract
Caller ID/Deluxe	LSR received before 12 Noon – Today LSR received after 12 Noon - Next Day
Message Waiting Indicator	3 Days
Remote Call Forwarding – Single Path	2 Days
Remote Call Forwarding – MultiPath	Follow POTS line intervals above
UltraForward	2 Days
Call Forwarding Busy Line Don't Answer	LSR received before 2 PM: Today LSR received after 2 PM: Next Day
Call Forwarding Busy Line	LSR received before 2 PM: Today LSR received after 2PM: Next Day
Call Forwarding Don't Answer	LSR received before 2 PM: Today LSR received after 2PM: Next Day
Wake-up Call	4 Days
Reminder Call	4 Days
All Other IQ Features	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Hunting Rearrangements	3 Days
700/900 Block or Toll Block	LSR received before 12 Noon – Today LSR received after 12 Noon - Next Day
Extended Basic Referral	Not less than interval associated with the services being disconnected, changed or suspended.
Directory Assistance Listing Update	2 Days from Service Order Completion
OUTWARD (DISCONNECTING/REMOVING) FEATURES ONLY	
For POTS accounts only – all products listed above applies in all jurisdictions in Verizon South	LSR received before 2 PM – Today LSR received after 2 PM – Next Day
CHANGES, ADDITIONS, DELETIONS OF FEATURES, INCLUDING HUNTING REARRANGEMENTS	
For MVP CENTREX accounts only – all products listed above applies in all jurisdictions of Verizon South	
2-30 Lines	3 Days
INWARD AIN FEATURES	
Applies in all jurisdictions in Verizon South	

SERVICE REQUEST	INTERVAL
Verizon VPNS (Large Business customers only)	Individual Case Basis
Call Gate	2 Days
CENTREX Ultra-Forward	2 Days
Switched Redirect	Individual Case Basis
Work at Home Billing	5 Days
INWARD OUTWATS AND DEDICATED TOLL-FREE (APPLIES TO NJ, PA AND DE ONLY)	
Local Serving Office	Green Light Day
Foreign Serving Office	Green Light Day
With MVP CENTREX	Individual Case Basis
INWARD OUTWATS AND DEDICATED TOLL-FREE (APPLIES TO MD, DC, VA AND WV)	
Local or Foreign Serving Office	Becomes a Special Services order. See Special Services intervals
With MVP CENTREX	Individual Case Basis
INWARD INTELLIGENT TOLL-FREE SERVICE IN CONJUNCTION WITH BASIC, KEY CONNECTIONS AND STANDARD SERVICE (APPLIES IN ALL JURISDICTIONS EXCEPT WASHINGTON, DC)	
IntraLATA	3 Days
InterLATA (with a long distance carrier)	5 Days

Verizon-South ISDN

SERVICE REQUEST	INTERVAL
INWARD (ADDING) ISDN-BRI (APPLIES TO NJ, PA, MD, DC, VA, WV)	
Single Line Business: Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date can be assigned to the order.
1-5 Lines	5 Days
6 or More Lines	Minimum of 5 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN, CENTREX, AND ISDN CUSTOFLEX 2100 (APPLIES TO NJ, PA, MD, DC, VA WV)	
Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	
1-5 Lines	5 Days
6 or More Lines	Minimum of 5 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN-BRI (APPLIES TO DE ONLY)	
Single Line Business: Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	
1-5 Lines	20 Days
6 or More Lines	Minimum of 20 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN CENTREX, AND ISDN CUSTOFLEX 2100 (APPLIES TO DE ONLY)	
Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	
1-5 Lines	20 Days
6 or More Lines	Minimum of 20 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN-BRI	
Foreign Exchange (FX)* or ISDN Anywhere**. Applies in NJ, PA, MD, DC, VA and WV * Customer requested Foreign Exchange Service is billable ** ISDN Anywhere is free Foreign Exchange Service	

SERVICE REQUEST	INTERVAL
Qualified - Not a Long Loop. No mid-span repeater issued as a Special Services Order	
1-5 Lines	6 Days
6 or More Lines	Minimum 6 Days. Project guidelines followed
Qualified with Longer Loop. Needs a mid-span repeater. Issued as a Special Services Order	
1-5 Lines	15 Days
6 or More Lines	Minimum of 15 Days. Project guidelines followed
INWARD (ADDING) ISDN-BRI	
Foreign Exchange (FX)* or ISDN Anywhere**. Applies in DE only * Customer requested Foreign Exchange Service is billable ** ISDN Anywhere is free Foreign Exchange Service	
Qualified - No Longer Loop Needed or Qualified with Longer Loop (needs a mid-span repeater). Issued as a Special Services Order	
1-4 Lines	20 Days
5 or More Lines	Min. 20 Days. Regional Operations Center Project Guidelines are followed;facility checks required
INWARD (ADDING) ISDN-BRI	
Cancel and Reissue (applies in all jurisdictions in Verizon South)	
Order originally issued as Non-Special Services, with 5 (NJ, PA, Potomac) or 20 (DE) business day interval. Needs a mid-span repeater, requiring original order to be cancelled and reissued as a Special Services Order	Add 3 Days to the *Original Date Due*
OUTWARD/DISCONNECTS (REMOVING) ISDN-BRI (APPLIES TO ALL JURISDICTIONS IN VERIZON SOUTH)	
Non-Special Services "D" Order	Next Business Day
Special Services (FX)/Repeater	4 Days
PIC CHANGES: ISDN-BRI OR ISDN-PRI (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Add, Change, Delete	3 Days using the SOP (i.e., MISOS, SOP/DOE, or SOACS
Add, Change, Delete	Same Day using XEA
SET CONFIGURATION CHANGES: ISDN-BRI OR ISDN-PRI	
Applies in all jurisdictions in Verizon South	3 Days

Verizon

SERVICE REQUEST	INTERVAL
TELEPHONE NUMBER/SPID CHANGES (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
ISDN-BRI: Non-Special Services, with or without Multiline Hunt	5 Days
ISDN-BRI: Special Services (FX), with or without Multiline Hunt	6 Days
CHANGE ORDERS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Add, Change, Delete Custom Calling/IQ Features on ISDN-BRI (except non-standard configuration group changes)	3 Days (when software change only)
Changes to Line Class Codes (except Multiline Hunt groups)	3 Days (when software change only)
Change Orders (applies in all jurisdictions in Verizon South)	Intervals below are based on facilities availability. 4-5 Days is allowed for pre-provisioning process which is checked before the Special Services Order is issued
Change Point to Multi-Point	5 Days. Designed Services (Special Service Orders). See non-access SS multipoint intervals based on quantity
Change Hunting	5 Days. Designed Services (Special Services Orders) 6 Days
Non-standard Configuration Group Changes	5 Days. Designed Services (Special Services Orders) 6 Days
OUTWARD/DISCONNECT (REMOVING) ISDN-PRI (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Special Services Order	4 Days
CONTRACTED ISDN SERVICES (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Intervals for various ISDN services - new, changes, or disconnects that are specified in contracts between Verizon and a customer, carrier, CLEC, reseller, certified vendor or authorized dealer WILL ALWAYS PREMPT any of the standard intervals	

Verizon-South CENTREX

SERVICE REQUEST	INTERVAL
CUSTOPAK (APPLIES IN NJ, PA AND DE ONLY)	
INWARD New Service or Regrade only from POTS to CustoPAK	
2-30 Lines	5 Days*
SUBSEQUENT CHANGES	
C Order; additions, deletions, changes, including Hunting Rearrangements to existing service (applies in NJ, PA, DE only)	3 Days*
2-30 Lines	3 Days*
With Sentry III +	5 Days added to the applicable interval above
With WATS	5 Days added to the applicable interval above
Products marked as "+" are INELIGIBLE for Resale	
(DISCONNECTS (D ORDERS) (APPLIES IN NJ, PA, DE ONLY)	
2-30 Lines	3 Days
CUSTOPAK (APPLIES IN MD, DC, VA AND WV ONLY)	
INWARD SERVICES, Regrade from POTS to CustoPAK or Subsequent Changes (C Order, additions, deletions or changes) to Existing Service - including Hunting Rearrangements)	
2-4 Lines	5 Days
5-8 Lines	6 Days*
9-14 Lines	7 Days*
15-20 Lines	8 Days*
21-30 Lines	Individual Case Basis
DISCONNECTS ON EXISTING CUSTOPAK ACCOUNTS (APPLIES IN MD, DC, VA AND WV ONLY)	
2-30 Lines	3 Days
CUSTOPAK MULTIPATH CALL FORWARDING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
PIC CHANGES ON EXISTING CUSTOPAK ACCOUNTS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-30 Lines	LSR received before 2 PM - Today LSR received after 2 PM - Next Day
TELEPHONE NUMBER CHANGES ON ENGINEERED CENTREX ACCOUNTS	
Includes main TN which may require N & D orders. Applies in all jurisdictions in Verizon South	
1-30 Lines	3 Days

SERVICE REQUEST	INTERVAL
CUSTOFLEX 2100 (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
New Service or Regrade from POTS to CustoFLEX or subsequent addition of lines to existing CustoFLEX 2100 service	
2-30 Lines*	3 Days⁺
21-75 Lines*	5 Days⁺
76-100 Lines*	7 Days⁺
101-400 Lines*	Individual Case Basis⁺
* Any line size with complex features, such as Automatic Route Selection, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, Conferencing Arrangements or the like requires an Individual Case Basis Due Date	⁺ All CustoFLEX 2100 services and their associated intervals are predicated on available facilities, telephone numbers, office equipment, technician availability, etc.
TELEPHONE NUMBER CHANGES ON CUSTOFLEX 2100 ACCOUNTS	
Includes main TN which may require N & D orders. Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
CUSTOFLEX 2100 AND ISDN	
See ISDN Template	
CHANGE ORDERS TO ADD/DELETE OR CHANGE FEATURES ON EXISTING CUSTOFLEX 2100 ACCOUNT	
Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
The addition of complex features, such as ARS Deluxe, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, OutWATS, Dedicated Toll-free, etc., will be handled on an Individual Case Basis	
PIC CHANGES ON EXISTING CUSTOFLEX 2100 ACCOUNTS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-49 Lines	Negotiated, typed and distributed before 2 PM - Today Negotiated, typed and distributed after 2 PM - Next Day
50+ Lines	Individual Case Basis

SERVICE REQUEST	INTERVAL
DISCONNECTS ON EXISTING CUSTOFLEX 2100 ACCOUNTS	
Applies in all jurisdictions in Verizon South	3 Days
CUSTOFLEX 2100 MULTIPATH CALL FORWARDING (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
CUSTOFLEX 2100 6 PORT CONFERENCING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
ENGINEERED/DESIGNED CENTREX	
Applies in all jurisdictions in Verizon South	If a design is warranted (i.e., distance from CO requires electronics, etc.), the date due (and order type) may be affected. Network Engineering advises the negotiator to reissue the order as Special Services and the due date is renegotiated
INWARD (New - N, T), or Subsequent Addition of Lines to an Existing Engineered CENTREX Account	
1-5 Lines*	Green Light Day
6-49 Lines*	See facilities check above. Minimum of 5 Days, however, date due will be based on facilities availability
50+ Lines* * Any line size with complex features, such as Automatic Route Selection, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, Conferencing Arrangements or the like requires an Individual Case Basis Due Date	Individual Case Basis. Requires facilities availability check
TELEPHONE NUMBER CHANGES ON ENGINEERED CENTREX ACOUNTS	
Includes main TN which may require N&D Orders. Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
ENGINEERED CENTREX AND ISDN	
See ISDN Template	

SERVICE REQUEST	INTERVAL
CHANGE ORDERS TO ADD/DELETE OR CHANGE FEATURES ON EXISTING ENGINEERED CENTREX ACCOUNT	
Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
The addition of complex features, such as ARS Deluxe, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, OutWATS, Dedicated Toll-free, etc., will be handled on an Individual Case Basis	
PIC CHANGES ON EXISTING ENGINEERED CENTREX ACCOUNTS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-49 Lines	LSR received before 2 PM - Today LSR received after 2 PM - Next Day
50+ Lines	Individual Case Basis
DISCONNECTS ON EXISTING ENGINEERED CENTREX ACCOUNTS	
Applies in all jurisdictions in Verizon South	3 Days
ENGINEERED CENTREX MULTIPATH CALL FORWARDING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
ENGINEERED CENTREX 6 PORT CONFERENCING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
CallMAX Services (APPLIES IN DC, DE, MD, PA AND VA ONLY)	Negotiated
	The term "negotiated" refers to the Internal/VZ negotiating done within various provisioning organizations.

Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date can be assigned to the order.

VERIZON-South Migrations-Conversions

SERVICE REQUEST	INTERVAL
AS IS MIGRATIONS	
Received Electronically	1 Business Day Interval
Received Via FAX	2 Business Days Interval
AS SPECIFIED MIGRATIONS	
LSR's received via fax require additional one day to be added to the intervals listed	The migration order carries the same interval as stated above for AS IS. The AS SPECIFIED work will carry the interval for the work being requested on the LSR, (such as feature or line additions)but will never carry a due date sooner than the actual migration order

VERIZON-South Special Services

SERVICE REQUEST	INTERVAL
Unless otherwise specified below, requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date is assigned to the order	
1-23 Special Services (e.g., Trunks, DID, Circuits 1000-3000, 6000, 9000, FX/FCO/FZ, Switched 56, DDS)	6 Days
1-23 Legs of a Multi-point Circuit	6 Days
23+	Negotiated The term negotiated refers to the internal/VZ negotiating done within various provisioning organizations
SPECIAL SVC DISCONNECTS	
Non-FCC Tariffed. Applies in all jurisdictions in Verizon South	Any quantity of lines, circuits: 4 Business Days
DS1 High Cap (includes all types, muxed and non-muxed, i.e., Flexpath, DS1 Handoff, ADC, LTS, PRI (all types) and Enterprise, and Network Reconfiguration Service Non-Access, Non-FCC DS1 Services, unless separately noted) *included in this interval time is a pre-check time of 48 hours for FMC on DS1 facility checks, and 72 hours for FMC on DS3 facility checks. If an FMC is not involved in the facility check, the confirmation time will be reduced accordingly.*	1-8 DS1s 9 Days with Facilities. This interval includes a 3M day facility check; 9+ systems negotiated interval. Without Facilities LAM plus 10 business days (Note: LAM is equivalent to the latest facility available date) 9+ DS1 intervals are negotiated The term negotiated refers to the internal/VZ negotiating done within various provisioning organizations
DS3 High Cap (includes all types, muxed and non-muxed, LTS, and Enterprise, and Network Reconfiguration Service Non-Access, Non-FCC DS3 Services, unless separately noted) *included in this interval time is a pre-check time of 48 hours for FMC on DS1 facility check, and 72 hours for FMC on DS3 facility checks. If an FMC is not involved in the facility check, the confirmation time will be reduced accordingly.*	1-4 DS3s 20 Days with Facilities. This interval includes a 6M day facility check. Without Facilities LAM plus 10 business days (Note: LAM is equivalent to the latest facility available date) 14 Day interval. 5+ DS3 intervals are negotiated The term negotiated refers to the internal/VZ negotiating done within various provisioning organizations
DS0 Ordered with High Cap	
DS0 Trunks Riding High Cap Pipe Ordered with Pipe - Non-Access, Non-FCC Tariffed. Applies in all jurisdictions in Verizon South	Intervals below based on facility availability. 4-5 Days is allowed for pre-provisioning process check
After the initial installation of a pipe, additional trunks may be added, using the standard interval for 1-23 trunks	
Up to 200 Lines	2 Weeks (Interval After Cmpltd Package Rc'vd)

SERVICE REQUEST	INTERVAL
Over 200 Lines	Negotiated*
Infospeed DSL (NJ)	5 Days
Change PIC Flexpath or ISDN-PRI	5 Days
FlexGrow Service	12 Days
PROJECTS (ALL JURISDICTIONS)	Multiple coordination required to determine due date.
FRAME RELAY+ 56Kbp, DS1 9 Days## DS3 20 Days## OC3C and Projects Negotiated*	##Day 1 starts after receipt of the VAD CFA
+Does not apply for PA Fast Packet or Advanced Data Products +In NJ standard pre non-VAD intervals remain	
DISCONNECTS OF HIGH CAPACITY SERVICES (APPLIES ALL JURISDICTIONS VERIZON SOUTH)	
All High Capacity Services	Any Quantity 4 Days
FIRST OFFICE APPLICATIONS	
Any new technologies/products in a geographic area	Any Quantity 4 Days
NON-TARIFFED SERVICES OR ICB DESIGN	
	Any Quantity 4 Days
SUBSEQUENT SPECIAL SERVICES CHANGES	
Changes not requiring design for the following Products or Services	Intervals associated with POTS used for the feature/changes below
PIC	Any Quantity 4 Days
IQ Services	Any Quantity 4 Days
556/576/976/Restrictions	Any Quantity 4 Days
Call Denial	Any Quantity 4 Days
Class of Service	Any Quantity 4 Days
Suspend for Non-Payment	Any Quantity 4 Days
Deny/Non-Basic	Any Quantity 4 Days
Toll Deny	Any Quantity 4 Days
Record Orders Not Effecting Any Provisioning Database	Any Quantity 4 Days
SERVICES NEGOTIATED IN COORDINATION WITH INDEPENDENT COMPANIES Not all Independent Telephone Companies (ITC) provide all Special Services. The intervals below are based on the ITC product availability, and facility availability of these services	
PA:	
Inward Orders (not projects)	10 Business Days
Outward Orders	6 Business Days
NJ:	
Inward Orders (not projects)	10 Business Days
Outward Orders	6 Business Days
MD, VA, WV:	Pending independent Telco negotiations. Exchange Carrier Services is contacted

	Intervals for Unbundled Network Elements	
	REVISED February 4, 2002	
All Intervals are Business Days Unless Otherwise Noted****		
BA-NY = New York		
BA-NE = Massachusetts, Maine, New Hampshire, Vermont, Rhode Island		
BA-S = Pennsylvania, New Jersey, Maryland, Delaware, Virginia, West Virginia, Washington D.C.		
UNE		
Service		
LOOP (NY, NE & S)	**Interval**	
NEW INSTALLS		
2 Wire Analog Loops including V-Loops		
BA-NY:		
1-9 Loops	**SMARTS**	
10+	**Negotiated***	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**SMARTS**	
6+	**Negotiated***	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**Greenlight Date**	
11-20	**10 Days**	
21+	**Negotiated***	
Disconnects	**2 Days**	
2 Wire Analog Loops -CSS		
BA-NY:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Disconnects	**2 Days**	
BA-NE:		
1-5 Loops	**6 Days**	
6-9	**12 Days**	
10+	**Negotiated***	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**6 Days**	
11-20	**10 Days**	
21+	**Negotiated***	
Disconnects	**2 Days**	

2 Wire Digital Loop-ISDN Qualified including V-Loops		
BA-NY:		
1-9 Loops	SMARTS	
10+	Negotiated*	
Loop Qualification	3 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	SMARTS	
6+	Negotiated*	
Loop Qualification	3 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	9 Days (includes loop qualification/facility check)	
11-20	13 Days (includes loop qualification/facility check)	
21+	Negotiated*	
Disconnects	2 Days	
House and Riser		
BA-NY:		
1-9 Loops	SMARTS	
10+	Negotiated*	
Disconnects	SMARTS	
BA-NE:		
1-9 Loops	SMARTS	
10+	Negotiated*	
Disconnects	SMARTS	
BA-S:		
1-9 Loops	N/A	
10+	N/A	
Disconnects	N/A	
4 Wire Analog Loops including V-Loops		
BA-NY:		
1-9 Loops	Greater of 7+ Days or SMARTS	
10+	Negotiated*	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	Greater of 7+ Days or SMARTS	
6+	Negotiated*	
Disconnects	2 Days	
BA-S:		
1-5 Loops	N/A	
6+	N/A	

Verizon

Disconnects	N/A	
4 Wire Analog Loops-CCS		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Disconnects	2 Days	
2 Wire Digital Loops-ADSL Qualified and 2+4 Wire Digital Loops-HDSL Qualified		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Disconnects	2 Days	
Digital Design Loops including:		
2W Digital Design Metallic Loop 18-30K ft		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	

10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
2W Digital Design Metallic Loop 18-30K ft w/request for zero bridged tap		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
2W Digital ADSL w/request for zero bridged tap		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	

10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
2W Digital HDSL w/request for zero bridged tap		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
4W Digital HDSL w/request for zero bridged tap		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	

10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
2W Digital with ISDN Electronics		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
4 Wire Digital -DS1 including V-Loops		
BA-NY:		
1-9 Loops	9 Days (includes loop qualification/facility check)	
10+	Negotiated*	

No Facilities	ECCD+6 Days	
Disconnects		
1-9	4 Days	
10+	6 Days	
BA-NE:		
1-9 Loops	9 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+6 Days	
Disconnects		
1-9	4 Days	
10+	6 Days	
BA-S:		
1-10 Loops	13 Days (includes loop qualification/facility check)	
11+	Negotiated*	
No Facilities	ECCD + 10 days	
Disconnects	2 Days	
Digital DS3 Loop including V-Loop		
BA-NY:		
1-9 Loops	18 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects		
1-9	4 Days	
10+	6 Days	
BA-NE:		
1-9 Loops	18 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects		
1-9	4 Days	
10+	6 Days	
BA-S:		
1-10 Loops	LAM+18 Days where facilities exist (includes loop qualification/facility check)	
11+	Negotiated*	
No Facilities	ECCD+15 Days facility check done prior to placing order 2 days	
Disconnects	2 Days	
M-Loops		

4 Wire Digital M-Loop-DS1		
BA-NY:		
1-9 Loops	18 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+ 15 Days	
Disconnects	2 Days	
BA-NE:		
1-9 Loops	18 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+ 15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	13 Days (includes loop qualification/facility check)	
11+	Negotiated*	
No Facilities	ECCD + 10 Days	
Disconnects	2 Days	
2 Wire Analog M-Loops and 2 Wire Digital M-Loops-ISDN		
BA-NY:		
1-10 Loops	6 Days	
11+	Negotiated*	
No Facilities	ECCD+ 6 Days	
Disconnects	2 Days	
BA-NE:		
1-10 Loops	6 Days	
11+	Negotiated*	
No Facilities	ECCD+ 6 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
No Facilities	RCCC 2 Days, FMC 2 Days	
Disconnects	2 Days	
HOT CUTS/SERVICE TRANSFERS		
2 Wire Analog Loops and 2 Wire Digital Loops-ISDN Qualified		
BA-NY:		
1-9 Loops	5 Days	
10+	Negotiated*	
BA-NE:		
1-9 Loops	5 Days	
10+	Negotiated*	

Verizon

BA-S:		
1-10	**5 Days**	
11-20	**10 Days**	
21+	**Negotiated***	
4 Wire Analog Loops		
BA-NY:		
1-9 Loops	**7 Days**	
10+	**Negotiated***	
BA-NE:		
1-9 Loops	**7 Days**	
10+	**Negotiated***	
BA-S:	**N/A**	
EEL		
DS3 Transport with MUX		
BA-NY:		
1-8 IOF Arrangements	**15 Days**	
9+	**Negotiated***	
No Facilities	**ECCD+15 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-8 IOF Arrangements	**15 Days**	
9+	**Negotiated***	
No Facilities	**ECCD+15 Days**	
Disconnects	**2 Days**	
BA-S:		
All	**Negotiated***	
Disconnects	**2 Days**	
DS3 EEL Loop		
BA-NY:		
1-9 Loops	**15 Days**	
10+	**Negotiated***	
No Facilities	**ECCD+15 Days**	
Disconnects	**2 Days**	
BA-NE:		
1-9 Loops	**15 Days**	
10+	**Negotiated***	
No Facilities	**ECCD+15 Days**	
Disconnects	**2 Days**	
BA-S:		
1-10 Loops	**Loop Facility Available Date +15 Days**	
11+	**Negotiated***	
Facility Check	**72 Hours (In addition to 15 day Interval)**	

No Facilities	ECCD+15 Days	
Disconnects	2 Days	
DS1 Transport with MUX		
BA-NY:		
1-8 IOF Arrangements	15 Days	
9+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-NE:		
1-8 IOF Arrangements	15 Days	
9+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-S:		
1-8 IOF Arrangements	15 Days	
9+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
DS1 EEL Loop		
BA-NY:		
1-9 Loops	15 Days (includes 72 hour facility check)	
10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-NE:		
1-9 Loops	15 Days (includes 72 hour facility check)	
10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	10 Days *	
11+	Negotiated*	
Facility Check	72 Hours (In addition to 15 day interval)	
No Facilities	ECCD+ 10 Days	
Disconnects	2 Days	
SWITCH (BA-N&S)		
POTS Platform (Res/Bus w/ zone pricing)		
BA-NY & NE:		
Migration:		
As is:	Next Day	
As specified:	2 Days	
New Lines:		
1-5 Lines	Smarts Clock	

6+ Lines	**Negotiated***	
Facility check	**72 Hours**	
BA-S:		
New 1-5 Platforms (per order)	**Intervals provided by LiveWire**	
New 6-10 Platforms	**5 Days**	
New 11-20 Platforms	**7 Days**	
New 21+ Platforms	**Negotiated***	
As Is Migrations		
Received Electronically	**1 Bus Day Interval**	
via Fax	**2 Bus Day Interval**	
As Specified Migration	**The migration order carries the same interval as stated above for "As Is." The "As Specified" work will carry the interval for the work being requested on the LSR, but will never carry a due date sooner than the actual migration order.**	
UNE Switch Port Analog (Res & Bus)		
BA-NY & NE:		
1-19 Lines (per order)	**2 Days**	
20-100 Lines (w/facilities)	**10 Days**	
Other	**Negotiated***	
Hot Cut-existing customer	**5 Days**	
BA-S:		
1-5 Ports (per order)	**Interval provided by LiveWire**	
6-10 Ports	**5 Days**	
11-20 Ports	**7 Days**	
21+ Ports	**Negotiated***	
FEATURE/SERVICE CHANGES		
BA-NY & NE:		
Basic Features:		
Call Waiting, Call Forwarding, Speed Calling, & 3 Way Calling, All Phonesmart (including Call Blocking, Anonymous Call Rejection, Call Return, and Call Trace), Repeat Dialing.	**LSR Received by 3 p.m. (EST) Same Day. LSR Received after 3 p.m. (EST) Next Day.**	
Telephone Number Changes	**Issued before 12 Noon (EST) Today by 7 p.m. Issued after 12 Noon (EST) Next Day by 7 p.m.**	
Other Features:		
Caller ID, Caller ID With Name, Call Waiting ID, Call Waiting ID With Name, Call Manager, Call Manager With Name.	**4 Days**	
Remote Call Forwarding	**2 Days**	

Hunting	1 Day	
Distinctive Ringing	1 Day	
Suspend, Block, or Restore Orders.	1 Day	
BA-S:		
Basic Features:		
Call Waiting, Call Forwarding, Speed Calling, & 3 Way Calling.	LSR received before 12 Noon (EST) Same Day LSR received after 12 Noon (EST) Next Business Day	
Other Features:		
Caller ID/Deluxe, Call Waiting ID, Call Manager.	2 Days	
Remote Call Forwarding Single Path	2 Days	
Remote Call Forwarding Multipath	Same as Analog Pots Ports	
Hunting	3 Days	
Distinctive Ringing	1 Day	
Suspend, Restore, Disconnect Orders.	LSR received before 12 Noon (EST) Same Day LSR received after 12 Noon (EST) Next Business Day	
PIC Change Only	LSR received before 2 p.m. (EST) Same Day LSR received after 2 p.m (EST) Next Business Day	
UNE Switch Port Centrex		
BA-NY & NE:		
Analog (Migration or New)		
1-20 Ports (w/ Standard Features)	10 Days	
21+ Ports (w/ Standard Features)	Negotiated*	
Any Ports w/ Non-Standard Features	Negotiated*	
BA-S:		
Analog		
1-10 Ports (per order)	5 Days	
11-20 Ports	7 Days	
21+ Ports	Negotiated*	
ISDN		
1-5 Ports	5 Days (Delaware: 20 Days)	
6+ Ports	Negotiated*	
DS1 - DID, DOD, PBX Port Interface		
BA-NY & NE:		
Ports		
1 - 4 Ports	20 Days *	
4 + Ports	**Negotiated***	
BA-S:		
Switched DS1 Port		
1-4 Ports	16 Days *	

5-9 Ports	**20 Days ***	
10+ Ports	**Negotiated***	
***Plus 4 Days pre-provisioning process check**		
UNE Switch Port/Platform Basic Rate Interface - ISDN Port		
BA-NY & NE:		
Migration/New		
1-12 lines	**8 Days**	
13+ Lines	**Negotiated ***	
BA-S:		
Port:		
1-5 Ports (per order)	**5 Days (Delaware: 20 Days)**	
6+ Ports	**Negotiated***	
Platform:		
1-10 Platforms (per order)	**6 Days**	
11-20 Platforms	**10 Days**	
21+ Platforms	**Negotiated***	
Migration or New		
1-5 Platforms (per order)	**5 Days (Delaware: 20 Days)**	
6+ Platforms	**Negotiated***	
Primary Rate Interface - ISDN Port		
BA-NY & NE:		
Ports		
1- 4 Ports	**20 Days ***	
4+ Ports	**Negotiated ***	
BA-S:		
1-4 Ports	**18 Days ***	
5-9 Ports	**26 Days ***	
20+ Ports	**Negotiated***	
***Plus 4 Days pre-provisioning process check**		
UNE Switch Port TR008 BA NY, NE and BA-S	**Negotiated***	
PAL/Coin Platform		
BA-NY & NE		
Migration:		
As is:	**Next Day**	
As specified	**2 Days**	
New Lines:		
1 - 5 Lines	**Smarts Clock (POTS)**	
6+ Lines	**Negotiated***	
Facility Check	**72 Hours**	

BA-S:		
New 1 - 5 Platforms (per order)	**Intervals provided by Livewire**	
New 6-10 Platforms	**5 Days**	
New 11-20 Platforms	**6 Days**	
New 21 + Platforms	**Negotiated***	
Migration As Is		
LSR received before 12 noon	**Same Day**	
LSR received After 12 noon	**Next Day**	
Migration As Specified	**2 Days**	
UNE Switch Port Coin/PAL		
BA-NY & NE:		
1-19 Lines (per order)	**2 Days**	
20-100 Lines (w/facilities)	**10 Days**	
Other	**Negotiated***	
Hot-Cut-existing Customer	**5 Days**	
BA-S:		
PAL Port		
1-10 Ports (per order)	**3 Days**	
11-20 Ports	**6 Days**	
21+ Ports	**Negotiated***	
Coin (UCP) Port		
1-10 Ports (per order)	**3 Days**	
11-20 Ports	**6 Days**	
21+ Ports	**Negotiated***	
UNE Switch Port SMDI (BA-N&S)	**Negotiated***	
Interoffice Facilities (BA-N&S)		
Dedicated IOF DS1 Transport		
Facilities Check	**72 Hours**	
Facilities Check	**72 Hours**	
Facilities Available		
(Quantity 1-8)	**15 Days ***	
(Quantity >8)	**Negotiated***	
***15 Days includes facility check**		
Facilities not available	**Negotiated***	
Dedicated IOF DS3 Transport		
Facilities Check	**72 Hours**	
Facilities Available		
(Quantity 1-8)	**15 Days**	
(Quantity 1-8)	**15 Days ***	
(Quantity >8)	**Negotiated***	

* 15 Days includes facility check		
Facilities not available	Negotiated*	
Dedicated IOF OC-n Transport (NY, NE)	Negotiated*	
Dedicated STS-1 IOF Transport (NY)	Negotiated*	
Unbundled Multiplexing (3/1, 1/0)		
Facilities Check	72 Hours	
Facilities Available		
(Quantity 1-8)	15 Days *	
(Quantity >8)	Negotiated*	
* 15 Days includes facility check		
Facilities not available	Negotiated*	
Low Speed (DS1, Voice Grade) Connections from MUX		
Quantity 1-8	15 days from installation of MUX	
Quantity >8	Negotiated*	
Unbundled Dedicated Trunk Ports, Extended Dedicated Trunk Ports		
New Trunk Group 1-240 trunks (1-10 DS1s)	60 business days	
Add to existing groups 1-96 trunks (1-4 DS1s)	30 business days	
Number of trunks exceeds above	Negotiated*	
Dark Fiber (MA/NH/RI only)	Negotiated*	
AIN/SS7 (BA-N&S)		
SS7 - Access to STPs	Negotiated*	
SS7 - Query Access to call related IN db (LIDB)	Negotiated*	
SS7 - Query Access to call related IN db (800/888)	Negotiated*	
SS7 - Query Access to call related AIN db.	Negotiated*	
SS7 - Query Access to LNP db	Negotiated*	
Service Mgmnt System/Service Creation - AINService Development	Negotiated*	
CLEC AIN Service Deployment-Mass Mkt	Negotiated*	
CLEC AIN Service Deployment-Complex	Negotiated*	

Verizon

AIN Trigger Access-Line Based/Subscribed Triggers	**Negotiated***	
AIN Trigger Access-Other(Office Based Triggers)	**Negotiated***	
Number Portability		
BA-NY & NE		
Local Number Portability (LNP) without unbundled Loops	**Intervals apply when appropriate facilities are available.**	
1-19 Lines/numbers	**3 Days**	
20-100 Lines	**10 Days**	
Over 100 Lines	**Negotiated***	
LNP with unbundled Loops	**Loop intervals apply but not less than 3 days**	
BA-S		
Local Number Portability (LNP) without unbundled Loops		
1-50 Lines	**3 Days**	
51-100 Lines	**4 Days**	
101-200 Lines	**5 Days**	
Over 200 Lines	**Negotiated***	
LNP with unbundled Loops	**Loop intervals apply but not less than 3 days**	
Directory Assistance		
CLECs customer's information incorporated into database	**2 days**	
DA Trunks to TOPS Tandem Provisioning Intervals		
If Facilities are available	**18 days**	
If Facilities are not available	**Negotiated***	
Line Identification Database ("LIDB"):		
CLECs customer's information incorporated into database	**2 Days**	
Operator Services:		
Provisioning of FG C-type Modified Operator Services Signaling Trunks:		
If Facilities are available:	**18 days**	
If Facilities are not available:	**Negotiated***	
LINE SHARING AND LINE SPLITTING		
NEW YORK AND NEW ENGLAND		

1-5 LOOPS	3 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
DISCONNECTS	2 BUS DAYS	
BA SOUTH		
1-5 LOOPS	3 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
DISCONNECTS	2 BUS DAYS	
LINE SHARE W/ DSL PREMIS		
1-5 LOOPS	6 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
DISCONNECTS	2 BUS DAYS	
LINE SHARE EXCEPTIONS		
PENNSYLVANIA		
1-5 LOOPS	3 BUS DAYS	
6-9 LOOPS	3 BUS DAYS	
10+ LOOPS	3 BUS DAYS	
20+	6 BUS DAYS	
MARYLAND		
1-5 LOOPS	3 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
RESOLD DSL OVER RESOLD VOICE		
BA NO & SO		
1-5 LOOPS	3 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
DISCONNECTS	2 BUS DAYS	

* In NY implementation intervals begin upon receipt of application in all other states implementation intervals begin upon acceptance of the JO		
** Conditioned space/special construction required		
***Initial/Subsequent		
*The term "*negotiated*" refers to the Internal/VZ negotiating done within various provisioning organizations.		
**** Intervals apply to standard arrangements which were properly forecast. Intervals for non-standard arrangements shall be mutually agreed upon by the CLEC and Verizon.		

Last Updated 05/07/02

verizon

UNE-P Standard Intervals

TABLE OF CONTENTS

SECTION   PAGE

Verizon-South

SERVICE REQUEST	INTERVAL
SERVICE REQUEST (applies to initial negotiation only):	DUE DATE INTERVAL TO OFFER (all intervals are business days): *The term "negotiated" refers to the internal/VZ negotiating done within various provisioning organizations — LSR's received via fax require additional one day to be added to the intervals listed — Unless otherwise noted, cut off time for LSR receipt is 5 p.m.

Analog POTS Platform(new):

Analog POTS Platform: residential main line with cut through	LSR received before noon-next day LSR received after noon-min. 2 days
Analog POTS Platform: 1-9 lines	DDA (not to exceed 5 days in NJ)
Analog POTS Platform: 10+ lines	Negotiated*
Platform FX non-designed(MD and VA only):1-9 lines	DDA
Platform FX non-designed(MD and VA only) 10+lines	Negotiated*

Platform Digital Services(new):

Platform ISDN BRI 1-9 lines	10 days
Platform ISDN BRI: 10+ lines	Negotiated*
Platform ISDN BRI(DE): 1-5 lines	20 days
Platform ISDN BRI (DE): 6+ lines	Negotiated*
Platform ISDN PRI: 1-9 lines	20 days
Platform ISDN PRI: 10+ lines	Negotiated*
ISDN Anywhere(Virtual ISDN)	Use FX intervals

Platform Centrex Services :

AS-IS migrations(with standard features):	
1-5 lines	5 days
6-20 lines	10 days
21 lines and over	Negotiated
New requests:	
Platform Centrex: up to 20 lines	Negotiated*
Platform Centrex: 20+ lines	Negotiated*

Special Services (new):

Platform FX(designed): 1-9 lines	10 days
Platform FX(designed): 10+ lines	Negotiated*

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SERVICE REQUEST	INTERVAL
Platform Digital Handoff: 1-9 lines	20 days
Platform Digital Handoff: 10+ lines	Negotiated*
Platform PBX Service(Analog)-New:	
Facility Check:	
6-9 lines	24 hrs for facility check
10+	72 hrs for facility check
Installation:	
1-23 trunks	6 days + facility check
23+ trunks	Negotiated
Migrations (As Is):	
1-23 trunks	5 days
23 + trunks	Negotiated
Platform Coin Service(POTS):	
1-5 lines	DDA
6-10 lines	5 days
11-20 lines	6 days
20+ lines	Negotiated*
Platform POTS Features:	
Call Forwarding	LSR received before Noon – Today LSR received after Noon – Next Day
Call Waiting	LSR received before Noon – Today LSR received after Noon – Next Day
Call Waiting ID	LSR received before Noon – Today LSR received after Noon – Next Day
Caller ID	LSR received before Noon – Today LSR received after Noon – Next Day
Caller ID Deluxe	LSR received before Noon – Today LSR received after Noon – Next Day
Distinctive Ring (formerly Identa-Ring)	1 Day
Hunting rearrangement : 1-20 lines	1 day
Hunting rearrangement: 20+ lines or complex service	Negotiated*
Listings	2 days from service order completion
Priority Call	LSR received before Noon – Today LSR received after Noon – Next Day
PIC/LPIC Change	LSR received before 3 p.m. – Today LSR received after 3 p.m. – Next Day
Remote Call Forwarding (PA/NJ only)	2 days
Repeat Call	LSR received before Noon – Today LSR received after Noon – Next Day
*69 (aka return call)	LSR received before Noon – Today LSR received after Noon – Next Day
Select Forward	LSR received before Noon – Today LSR received after Noon – Next Day
Speed Calling 8	LSR received before Noon – Today LSR received after Noon – Next Day
Speed Calling 30	LSR received before Noon – Today LSR received after Noon – Next Day
Three Way Calling	LSR received before Noon – Today

SERVICE REQUEST	INTERVAL
	LSR received after Noon – Next Day
Touch Tone	LSR received before Noon – Today LSR received after Noon – Next Day
Ultra Call Forward	2 days
Class Blocking/IQ Declass	LSR received before Noon – Today LSR received after Noon – Next Day
Change from one type of Caller ID service to another type of Caller ID service	LSR received before Noon – Today LSR received after Noon – Next Day
Disconnect of Feature	Same day

VERIZON-South Migrations-Conversions-Disconnects

SERVICE REQUEST	INTERVAL
AS IS MIGRATIONS(POTS)-received electronically	Received before 3pm-next day
	Received after 3pm-2 days
As Is Migrations(POTS)-received via fax	2 days
AS SPECIFIED MIGRATIONS(POTS)	The AS SPECIFIED work will carry the longest of the intervals for the work being requested on the LSR, (such as feature or line additions) but no less than AS IS migration intervals.
As Is migrations (Specials)	10 days
As Specified Migrations (Specials)	10 days
Disconnects-POTS	Same day
Disconnects-Special Services (BRI, FX, etc.)	4 days
Temporary Suspension and Restoral (POTS only)	LSR received before noon – Today LSR received after noon – Next Day

Reference #4 [http://www.bell-atl.com/tariffs_info/intra/index.htm**]**

ATTACHMENT F

Ordering

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month
					Order Confirmation Timeliness					
OR-1-02	CLEC Agg &	% On Time LSRC - Flow Through	Resale	POTS/ Pre-Qual Complex	Final Metric			X		
	CLEC Specific	% On Time LSRC - Flow Through	UNE	Loop/LNP	Final Metric			X		
		% On Time LSRC - Flow Through	UNE	Platform	Final Metric			X		
OR-1-04	CLEC Agg &	% On Time LSRC - No Fac. Check - No Flow(E)	Resale	POTS/ Pre-Qual Complex	Final Metric			X		
	CLEC Specific	% On Time LSRC - No Fac. Check - No Flow(E)	Resale	2Wire Digital	Final Metric			X		
		% On Time LSRC - No Fac. Check - No Flow(E)	Resale	Spec. Non DS0, DS1, DS3	Final Metric			X		
		% On Time LSRC - No Fac. Check - No Flow(E)	Resale	Spec. DS0	Final Metric			X		
		% On Time LSRC - No Fac. Check - No Flow(E)	Resale	Spec. DS1	Final Metric			X		
		% On Time LSRC - No Fac. Check - No Flow(E)	Resale	Spec. DS3	Final Metric			X		
		% On Time LSRC - No Fac. Check - No Flow(E)	UNE	Loop/LNP	Final Metric			X		
		% On Time LSRC - No Fac. Check - No Flow(E)	UNE	2Wire Digital	Final Metric			X		
		% On Time LSRC - No Fac. Check - No Flow(E)	UNE	2Wire xDSL-Loop	Final Metric			X		
		% On Time LSRC - No Fac. Check - No Flow(E)	UNE	2Wire - xDSL Line Sharing/Line Splitting (combined)	Final Metric			X		
		% On Time LSRC - No Fac. Check - No Flow(E)	UNE	Spec. DS0	Final Metric			X		
		% On Time LSRC - No Fac. Check - No Flow(E)	UNE	Platform	Final Metric			X		

Ordering

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month
OR-1-06	CLEC Agg &	% On Time LSRC/ASRC - Fac. Check - No Flow (E)	Resale	POTS/ Pre-Qual Complex	Final Metric			X		
	CLEC Specific	% On Time LSRC/ASRC - Fac. Check - No Flow (E)	Resale	2Wire Digital	Final Metric			X		
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	Resale	Spec. Non DS0, DS1, DS3	Final Metric			X		
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	Resale	Spec. DS0	Final Metric			X		
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	Resale	Spec. DS1	Final Metric			X		
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	Resale	Spec. DS3	Final Metric			X		
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	Loop/LNP	Final Metric			X		
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	2Wire Digital	Final Metric			X		
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	2Wire xDSL-Loop	Final Metric			X		
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	2Wire - xDSL Line Sharing/Line Splitting (combined)	Final Metric			X		
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	Spec. Non DS0, DS1, DS3	Final Metric			X		
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	Spec. DS0	Final Metric			X		
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	Spec. DS1	Final Metric			X		
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	Spec. DS3	Final Metric			X		
		% On Time LSRC/ASRC - Fac. Check - No Flow (E)	UNE	Platform	Final Metric			X		
OR-1-08	CLEC Agg & CLEC Specific	% On Time ASRC - No Fac. Check (Fax/Mail)	UNE	Spec. DS0	Final Metric			X		
OR-1-10	CLEC Agg &	% On Time ASRC - Fac. Check (Fax/Mail)	UNE	Spec. Non DS0, DS1, DS3	Final Metric			X		
	CLEC Specific	% On Time ASRC - Fac. Check (Fax/Mail)	UNE	Spec. DS1	Final Metric			X		
		% On Time ASRC - Fac. Check (Fax/Mail)	UNE	Spec. DS3	Final Metric			X		
OR-1-12	CLEC Agg &	% On Time FOC	Resale	Trunks </=192	Final Metric			X		
	CLEC Specific	% On Time FOC	UNE	Trunks > 192	Final Metric			X		
OR-1-13	CLEC Agg & CLEC Specific	% On Time DLR	Trunks	CLEC Trunks	Final Metric			X		
OR-1-19		% On Time Response-Request for Inbound Aug Trunks	Trunks	CLEC Trunks	Final Metric			X		
		%On Time Response-Request for Inbound Aug Trunks	Trunks	CLEC Trunks	Final Metric			X		
		Reject Timeliness								
OR-2-02	CLEC Agg &	% On Time LSR Reject - Flow Through	Resale	POTS/ Pre-Qual Complex	Final Metric			X		
	CLEC Specific	% On Time LSR Reject - Flow Through	UNE	Loop/LNP	Final Metric			X		
		% On Time LSR Reject - Flow Through	UNE	Platform	Final Metric			X		
OR-2-04	CLEC Agg &	% On Time LSR Reject - No Fac. Check (E)	Resale	POTS/ Pre-Qual Complex	Final Metric			X		
	CLEC Specific	% On Time LSR Reject - No Fac. Check (E)	Resale	2Wire Digital	Final Metric			X		
		% On Time LSR Reject - No Fac. Check (E)	Resale	Specials	Final Metric			X		
		% On Time LSR Reject - No Fac. Check (E)	UNE	Loop/LNP	Final Metric			X		
		% On Time LSR Reject - No Fac. Check (E)	UNE	Platform	Final Metric			X		
		% On Time LSR Reject - No Fac. Check (E)	UNE	2Wire Digital	Final Metric			X		
		% On Time LSR Reject - No Fac. Check (E)	UNE	2Wire xDSL-Loop	Final Metric			X		
		% On Time LSR Reject - No Fac. Check (E)	UNE	2Wire - xDSL Line Sharing/Line Splitting (combined)	Final Metric			X		
		% On Time LSR Reject - No Fac. Check (E)	UNE	Specials	Final Metric			X		
OR-2-06	CLEC Agg &	% On Time LSR/ASR Reject - Fac. Check (E)	Resale	POTS/ Pre-Qual Complex	Final Metric			X		
	CLEC Specific	% On Time LSR/ASR Reject - Fac. Check (E)	Resale	2Wire Digital	Final Metric			X		
		% On Time LSR/ASR Reject - Fac. Check (E)	Resale	Specials	Final Metric			X		

Ordering

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month
		% On Time LSR/ASR Reject - Fac. Check (E)	UNE	Loop/LNP	Final Metric			X		
		% On Time LSR/ASR Reject - Fac. Check (E)	UNE	Platform	Final Metric			X		
		% On Time LSR/ASR Reject - Fac. Check (E)	UNE	2Wire Digital	Final Metric			X		
		% On Time LSR/ASR Reject - Fac. Check (E)	UNE	2Wire xDSL-Loop	Final Metric			X		
		% On Time LSR/ASR Reject - Fac. Check (E)	UNE	2Wire - xDSL Line Sharing/Line Splitting (combined)	Final Metric			X		
		% On Time LSR/ASR Reject - Fac. Check (E)	UNE	Specials	Final Metric			X		
OR-2-08	CLEC Agg & CLEC Specific	% On Time Reject - No Fac. Check (Fax)	UNE	Specials	Final Metric			X		
OR-2-10	CLEC Agg & CLEC Specific	% On Time Reject - Fac. Check (Fax)	UNE	Specials	Final Metric			X		
OR-2-12	CLEC Agg & CLEC Specific	% On Time Trunk ASR Reject	Trunks	CLEC Trunks	Final Metric			X		
					% Rejects					
OR-3-01	CLEC Agg &	% Rejects	Resale		Final Metric			X		
	CLEC Specific	% Rejects	UNE		Final Metric			X		
OR-3-02	CLEC Agg &	% LSR Resubmission Not Rejected	Resale		Final Metric			X		
	CLEC Specific	% LSR Resubmission Not Rejected	UNE		Final Metric			X		
					Completion Notification					
OR-4-11	CLEC Aggregate	% Completed orders with neither a PCN nor BCN sent	EDI		**UD**					
OR-4-16	CLEC Aggregate	% PCNs sent within one (1) business day	EDI		**UD**					
OR-4-17	CLEC Aggregate	% BCNs sent within two (2) business days	EDI		**UD**					
					% Flow Through					
OR-5-01	CLEC Agg	% Flow Through - Total	Resale		Final Metric			X		
		% Flow Through - Total	UNE		Final Metric			X		
OR-5-03	CLEC Agg	% Flow Through - Achieved	Resale		Final Metric			X		
		% Flow Through - Achieved	UNE		Final Metric			X		
					% Order Accuracy					
OR-6-01	CLEC Agg	% Service Order Accuracy	Resale		Final Metric			X		
		% Accuracy - Orders	UNE	Loop/Complex /LNP	Final Metric			X		
		% Accuracy - Orders	UNE	Platform	Final Metric			X		
OR-6-03	CLEC Agg	% Accuracy - LSRC	Resale		Final Metric			X		
		% Accuracy - LSRC	UNE	Loop/Complex /LNP	Final Metric			X		
		% Accuracy - LSRC	UNE	Platform	Final Metric			X		
					% Order Confirmation/Rejects Sent Within 3 Business Days					
OR-7-01	CLEC Agg &	% Order Confirmation/Rejects Sent Within 3 Business Days	Resale		Final Metric			X		
	CLEC Specific	% Order Confirmation/Rejects Sent Within 3 Business Days	UNE	Loop	Final Metric			X		
		% Order Confirmation/Rejects Sent Within 3 Business Days	UNE	Platform	Final Metric			X		
					Acknowledgement Timeliness					
OR-8-01	CLEC Agg &	% Acknowledgements On Time	Resale		Final Metric			X		
OR-8-01	CLEC Specific	% Acknowledgements On Time	UNE		Final Metric			X		
					Order Acknowledgement Completeness					
OR-9-01	CLEC Agg &	% Acknowledgement Completeness	Resale		Final Metric			X		
OR-9-01	CLEC Specific	% Acknowledgement Completeness	UNE		Final Metric			X		

C2C Guideline Version
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Provisioning

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
					Avg. Offered Interval						
PR-1-01	VZ Retail &	Avg. Offered Interval -Total No Dispatch	Retail	Res. POTS	Final Metric			X			Jul-02
	CLEC Agg &	Avg. Offered Interval -Total No Dispatch	Retail	Bus POTS	Final Metric			X			Jul-02
	CLEC Specific	Avg. Offered Interval -Total No Dispatch	Retail	POTS-Total	Final Metric			X			Jul-02
		Avg. Offered Interval -Total No Dispatch	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		Avg. Offered Interval -Total No Dispatch	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		Avg. Offered Interval -Total No Dispatch	Resale	Res. POTS	Final Metric			X			Jul-02
		Avg. Offered Interval -Total No Dispatch	Resale	Bus POTS	Final Metric			X			Jul-02
		Avg. Offered Interval -Total No Dispatch	Resale	2Wire Digital	Final Metric			X			Jul-02
		Avg. Offered Interval -Total No Dispatch	UNE	Platform	Final Metric			X			Jul-02
		Avg. Offered Interval -Total No Dispatch	UNE	2Wire Digital	Final Metric			X			Jul-02
		Avg. Offered Interval -Total No Dispatch	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		Avg. Offered Interval -Total No Dispatch	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Jul-02
		Avg. Offered Interval -Total No Dispatch	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Jul-02
PR-1-02	VZ Retail &	Avg. Offered Interval - Total Dispatch	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
	CLEC Agg &	Avg. Offered Interval - Total Dispatch	Retail	VZ Line Sharing	Final Metric			X			Jul-02
	CLEC Specific	Avg. Offered Interval - Total Dispatch	Resale	2Wire Digital	Final Metric			X			Jul-02
		Avg. Offered Interval - Total Dispatch	UNE	2Wire Digital	Final Metric			X			Jul-02
		Avg. Offered Interval - Total Dispatch	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		Avg. Offered Interval -Total Dispatch	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Jul-02
		Avg. Offered Interval -Total Dispatch	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Jul-02
PR-1-03	VZ Retail &	Avg. Offered Interval - Dispatch (1-5 lines)	Retail	Res. POTS	Final Metric			X			Jul-02
	CLEC Agg &	Avg. Offered Interval - Dispatch (1-5 lines)	Retail	Bus POTS	Final Metric			X			Jul-02
	CLEC Specific	Avg. Offered Interval - Dispatch (1-5 lines)	Retail	POTS-Total	Final Metric			X			Jul-02
		Avg. Offered Interval - Dispatch (1-5 lines)	Resale	Res. POTS	Final Metric			X			Jul-02
		Avg. Offered Interval - Dispatch (1-5 lines)	Resale	Bus POTS	Final Metric			X			Jul-02
		Avg. Offered Interval - Dispatch (1-5 lines)	UNE	Platform	Final Metric			X			Jul-02
		Avg. Offered Interval - Dispatch (1-5 lines)	UNE	Loop	Final Metric			X			Jul-02
PR-1-04	VZ Retail &	Avg. Offered Interval - Dispatch (6-9 lines)	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	Avg. Offered Interval - Dispatch (6-9 lines)	Resale	POTS	Final Metric			X			Jul-02
	CLEC Specific	Avg. Offered Interval - Dispatch (6-9 lines)	UNE	Platform	Final Metric			X			Jul-02
		Avg. Offered Interval - Dispatch (6-9 lines)	UNE	Loop	Final Metric			X			Jul-02
PR-1-05	VZ Retail &	Avg. Offered Interval - Dispatch (>= 10 lines)	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	Avg. Offered Interval - Dispatch (>= 10 lines)	Resale	POTS	Final Metric			X			Jul-02
	CLEC Specific	Avg. Offered Interval - Dispatch (>= 10 lines)	UNE	Platform	Final Metric			X			Jul-02
		Avg. Offered Interval - Dispatch (>= 10 lines)	UNE	Loop	Final Metric			X			Jul-02
PR-1-06	VZ Retail &	Avg. Offered Interval - DS0	Retail	Specials	Final Metric			X			Jul-02
	CLEC Agg &	Avg. Offered Interval - DS0	Resale	Specials	Final Metric			X			Jul-02
	CLEC Specific	Avg. Offered Interval - DS0	UNE	Specials	Final Metric			X			Jul-02
PR-1-07	VZ Retail &	Avg. Offered Interval - DS1	Retail	DS1	Final Metric			X			Jul-02
	CLEC Agg &	Avg. Offered Interval - DS1	Resale	DS1	Final Metric			X			Jul-02
	CLEC Specific	Avg. Offered Interval - DS1	UNE	DS1	Final Metric			X			Jul-02
PR-1-08	VZ Retail &	Avg. Offered Interval - DS3	Retail	DS3	Final Metric			X			Jul-02
	CLEC Agg &	Avg. Offered Interval - DS3	Resale	DS3	Final Metric			X			Jul-02
	CLEC Specific	Avg. Offered Interval - DS3	UNE	DS3	Final Metric			X			Jul-02
PR-1-09	VZ Retail &	Avg. Offered Interval - Total	Retail	FGD IXC	Final Metric			X			Jul-02
	CLEC Agg &	Avg. Offered Interval - Total	Retail	DS3	Final Metric			X			Jul-02
	CLEC Specific	Avg. Offered Interval - Total	Retail	DS1	Final Metric			X			Jul-02
		Avg. Offered Interval - Total	UNE	IOF	Final Metric			X			Jul-02
		Avg. Offered Interval - Total	UNE	EEL- Backbone	Final Metric			X			Jul-02
		Avg. Offered Interval - Total	UNE	EEL- Loop	Final Metric			X			Jul-02
		Avg. Offered Interval - Total	CLEC Trunks	Interconn.	Final Metric			X	</192 Trunks		Jul-02

Provisioning

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
		Avg. Offered Interval - Total	CLEC Trunks	CLEC Trunks	Final Metric			X	>192 and unforecasted Trunks		Jul-02
PR-1-12	VZ Retail &	Avg. Interval Offered- Disconnects	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	Avg. Interval Offered- Disconnects	Retail	Specials	Final Metric			X			Jul-02
	CLEC Specific	Avg. Interval Offered- Disconnects	Resale	POTS	Final Metric			X			Jul-02
		Avg. Interval Offered- Disconnects	Resale	Specials	Final Metric			X			Jul-02
		Avg. Interval Offered- Disconnects	UNE	POTS	Final Metric			X			Jul-02
		Avg. Interval Offered- Disconnects	UNE	Specials	Final Metric			X			Jul-02
					% Completed within X Days						
PR-3-01	VZ Retail &	% Completed w/in 1 Day (1-5 lines) No Disp.	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	% Completed w/in 1 Day (1-5 lines) No Disp.	Resale	POTS-Total	Final Metric			X			
	CLEC Specific	% Completed w/in 1 Day (1-5 lines) No Disp.	UNE	Platform	Final Metric			X			Jul-02
PR-3-03	VZ Retail &	% Completed w/in 3 Days (1-5 lines) No Disp.	Retail	VZ Line Sharing	Final Metric			X			Jul-02
	CLEC Agg &	% Completed w/in 3 Days (1-5 lines) No Disp.	UNE	2Wire- xDSL Line Sharing	Final Metric			X			
	CLEC Specific	% Completed w/in 3 Days (1-5 lines) No Disp.	UNE	2Wire- xDSL Line Splitting	Final Metric			X			Jul-02
PR-3-06	VZ Retail &	% Completed w/in 3 Days (1-5 lines) Dispatch	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	% Completed w/in 3 Days (1-5 lines) Dispatch	Resale	POTS-Total	Final Metric			X			Jul-02
	CLEC Specific	% Completed w/in 3 Days (1-5 lines) Dispatch	UNE	Platform	Final Metric			X			Jul-02
		% Completed w/in 3 Days (1-5 lines) Dispatch	UNE	Loop	Final Metric			X			Jul-02
PR-3-08	VZ Retail &	% Completed w/in 5 Days (1-5 lines) - No Dispatch	UNE	Hot Cut Loop	Final Metric			X			Jul-02
	CLEC Agg &										
	CLEC Specific										Jul-02
PR-3-09	VZ Retail &	% Completed w/in 5 Days (1-5 lines) - Dispatch	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	% Completed w/in 5 Days (1-5 lines) - Dispatch	Resale	POTS-Total	Final Metric			X			Jul-02
	CLEC Specific	% Completed w/in 5 Days (1-5 lines) - Dispatch	UNE	Platform	Final Metric			X			Jul-02
		% Completed w/in 5 Days (1-5 lines) - Dispatch	UNE	Loop	Final Metric			X			Jul-02
PR-3-10	VZ Retail &	% Completed w/in 6 Days (1-5 lines) Total	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
	CLEC Agg &	% Completed w/in 6 Days (1-5 lines) Total	UNE	2Wire Digital (ISDN)	Final Metric			X			Jul-02
	CLEC Specific										Jul-02
PR-3-11	VZ Retail &	% Completed w/in 9 Days (1-5 lines) Total	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
	CLEC Agg &										
	CLEC Specific										Jul-02
					% Missed Appointments						
PR-4-01	VZ Retail &	% Missed Appt. - VZ - Total	Retail	Spec. Othr	Final Metric			X			Jul-02
	CLEC Agg &	% Missed Appt. - VZ - Total	Retail	DS0	Final Metric			X			Jul-02
	CLEC Specific	% Missed Appt. - VZ - Total	Retail	DS1	Final Metric			X			Jul-02
		% Missed Appt. - VZ - Total	Retail	DS3	Final Metric			X			Jul-02
		% Missed Appt. - VZ - Total	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
		% Missed Appt. - VZ - Total	Resale	Spec. Othr	Final Metric			X			Jul-02
		% Missed Appt. - VZ - Total	Resale	DS0	Final Metric			X			Jul-02
		% Missed Appt. - VZ - Total	Resale	DS1	Final Metric			X			Jul-02
		% Missed Appt. - VZ - Total	Resale	DS3	Final Metric			X			Jul-02
		% Missed Appt. - VZ - Total	UNE	EEL	Final Metric			X			Jul-02
		% Missed Appt. - VZ - Total	UNE	IOF	Final Metric			X			Jul-02
		% Missed Appt. - VZ - Total	UNE	Spec. Othr	Final Metric			X			Jul-02
		% Missed Appt. - VZ - Total	UNE	DS0	Final Metric			X			Jul-02
		% Missed Appt. - VZ - Total	UNE	DS1	Final Metric			X			Jul-02
		% Missed Appt. - VZ - Total	UNE	DS3	Final Metric			X			Jul-02
		% Missed Appt. - VZ - Total	Trunks	CLEC Trunks	Final Metric			X			Jul-02
PR-4-02	VZ Retail &	Average Delay Days - Total	Retail	POTS	Final Metric			X			Jul-02
	CLEC Agg &	Average Delay Days - Total	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
	CLEC Specific	Average Delay Days - Total	Retail	Specials	Final Metric			X			Jul-02
		Average Delay Days - Total	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		Average Delay Days - Total	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		Average Delay Days - Total	Retail	DS0	Final Metric			X			Jul-02

Provisioning

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
		Average Delay Days - Total	Retail	DS1	Final Metric			X			Jul-02
		Average Delay Days - Total	Retail	DS3	Final Metric			X			Jul-02
		Average Delay Days - Total	Resale	POTS	Final Metric			X			Jul-02
		Average Delay Days - Total	Resale	2Wire Digital	Final Metric			X			Jul-02
		Average Delay Days - Total	Resale	Specials	Final Metric			X			Jul-02
		Average Delay Days - Total	UNE	POTS	Final Metric			X			Jul-02
		Average Delay Days - Total	UNE	2Wire Digital	Final Metric			X			Jul-02
		Average Delay Days - Total	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		Average Delay Days - Total	UNE	2Wire- xDSL Line Sharing	Final Metric			X			Jul-02
		Average Delay Days - Total	UNE	2Wire- xDSL Line Splitting	Final Metric			X			Jul-02
		Average Delay Days - Total	UNE	EEL	Final Metric			X			Jul-02
		Average Delay Days - Total	UNE	IOF	Final Metric			X			Jul-02
		Average Delay Days - Total	UNE	Specials	Final Metric			X			Jul-02
		Average Delay Days - Total	Trunks	CLEC Trunks	Final Metric			X			Jul-02
PR-4-03	VZ Retail &	% Missed Appt. - Customer	Retail	POTS	Final Metric			X			Jul-02
	CLEC Agg &	% Missed Appt. - Customer	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
	CLEC Specific	% Missed Appt. - Customer	Retail	Specials	Final Metric			X			Jul-02
		% Missed Appt. - Customer	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		% Missed Appt. - Customer	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% Missed Appt. - Customer	Retail	DS1	Final Metric			X			Jul-02
		% Missed Appt. - Customer	Retail	DS3	Final Metric			X			Jul-02
		% Missed Appt. - Customer	Resale	POTS	Final Metric			X			Jul-02
		% Missed Appt. - Customer	Resale	2Wire Digital	Final Metric			X			Jul-02
		% Missed Appt. - Customer	Resale	Specials	Final Metric			X			Jul-02
		% Missed Appt. - Customer	UNE	POTS	Final Metric			X			Jul-02
		% Missed Appt. - Customer	UNE	2Wire Digital	Final Metric			X			Jul-02
		% Missed Appt. - Customer	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% Missed Appt. - Customer	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Jul-02
		% Missed Appt. - Customer	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Jul-02
		% Missed Appt. - Customer	UNE	IOF	Final Metric			X			Jul-02
		% Missed Appt. - Customer	UNE	EEL	Final Metric			X			Jul-02
		% Missed Appt. - Customer	UNE	Specials	Final Metric			X			Jul-02
		% Missed Appt. - Customer	Trunks	CLEC Trunks	Final Metric			X			Jul-02
PR-4-04	VZ Retail &	% Missed Appt. - Dispatch	Retail	POTS	Final Metric			X			Jul-02
	CLEC Agg &	% Missed Appt. - Dispatch	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
	CLEC Specific	% Missed Appt. - Dispatch	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% Missed Appt. - Dispatch	Resale	POTS	Final Metric			X			Jul-02
		% Missed Appt. - Dispatch	Resale	2Wire Digital	Final Metric			X			Jul-02
		% Missed Appt. - Dispatch	UNE	Platform	Final Metric			X			Jul-02
		% Missed Appt. - Dispatch	UNE	Loop-New	Final Metric			X			Jul-02
		% Missed Appt. - Dispatch	UNE	2Wire Digital	Final Metric			X			Jul-02
		% Missed Appt. - Dispatch	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% Missed Appt. - Dispatch	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Jul-02
		% Missed Appt. - Dispatch	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Jul-02
PR-4-05	VZ Retail &	% Missed Appt. - No Dispatch	Retail	POTS	Final Metric			X			Jul-02
	CLEC Agg &	% Missed Appt. - No Dispatch	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
	CLEC Specific	% Missed Appt. - No Dispatch	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% Missed Appt. - No Dispatch	Resale	POTS	Final Metric			X			Jul-02
		% Missed Appt. - No Dispatch	Resale	2Wire Digital	Final Metric			X			Jul-02
		% Missed Appt. - No Dispatch	UNE	Platform	Final Metric			X			Jul-02
		% Missed Appt. - No Dispatch	UNE	2Wire Digital	Final Metric			X			Jul-02

Provisioning

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
		% Missed Appt. - No Dispatch	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Jul-02
		% Missed Appt. - No Dispatch	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Jul-02
PR-4-07	VZ Retail &	% On Time - UNE LNP	UNE	LNP	Final Metric			X			Jul-02
	CLEC Agg &										Jul-02
	CLEC Specific										Jul-02
PR-4-08	CLEC Agg &	% Missed Appt. – Customer – Late LSRC	Resale	2Wire Digital	Final Metric			X			Jul-02
	CLEC Specific	% Missed Appt. – Customer – Late LSRC	Resale	Specials	Final Metric			X			Jul-02
		% Missed Appt. – Customer – Late LSRC	UNE	2Wire Digital	Final Metric			X			Jul-02
		% Missed Appt. – Customer – Late LSRC	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% Missed Appt. – Customer – Late LSRC	UNE	Specials	Final Metric			X			Jul-02
PR-4-14	CLEC Agg &	% Completed On Time	UNE	2Wire xDSL	Final Metric			X			Jul-02
	CLEC Specific										Jul-02
PR-4-15	VZ Retail &	% On Time Provisioning- Trunks	Trunks	CLEC Trunks	Final Metric			X			Jul-02
	CLEC Agg &										
	CLEC Specific										
					% MA - Facilities						
PR-5-01	VZ Retail &	% Missed Appt. - Facilities	Retail	POTS	Final Metric			X			Jul-02
	CLEC Agg &	% Missed Appt. - Facilities	Retail	Specials	Final Metric			X			Jul-02
	CLEC Specific	% Missed Appt. - Facilities	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
		% Missed Appt. - Facilities	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		% Missed Appt. - Facilities	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% Missed Appt. - Facilities	Resale	POTS	Final Metric			X			Jul-02
		% Missed Appt. - Facilities	Resale	Specials	Final Metric			X			Jul-02
		% Missed Appt. - Facilities	Resale	2Wire Digital	Final Metric			X			Jul-02
		% Missed Appt. - Facilities	UNE	Loop	Final Metric			X			Jul-02
		% Missed Appt. - Facilities	UNE	Platform	Final Metric			X			Jul-02
		% Missed Appt. - Facilities	UNE	Specials	Final Metric			X			Jul-02
		% Missed Appt. - Facilities	UNE	2Wire Digital	Final Metric			X			Jul-02
		% Missed Appt. - Facilities	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% Missed Appt. - Facilities	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Jul-02
		% Missed Appt. - Facilities	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Jul-02
		% Missed Appt. - Facilities	Trunks	CLEC Trunks	Final Metric			X			Jul-02
PR-5-02	VZ Retail &	% Orders Missed for Facilities > 15 Days	Retail	POTS	Final Metric			X			Jul-02
	CLEC Agg &	% Orders Missed for Facilities > 15 Days	Retail	Specials	Final Metric			X			Jul-02
	CLEC Specific	% Orders Missed for Facilities > 15 Days	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
		% Orders Missed for Facilities > 15 Days	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		% Orders Missed for Facilities > 15 Days	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% Orders Missed for Facilities > 15 Days	Resale	POTS	Final Metric			X			Jul-02
		% Orders Missed for Facilities > 15 Days	Resale	Specials	Final Metric			X			Jul-02
		% Orders Missed for Facilities > 15 Days	Resale	2Wire Digital	Final Metric			X			Jul-02
		% Orders Missed for Facilities > 15 Days	UNE	Loop	Final Metric			X			Jul-02
		% Orders Missed for Facilities > 15 Days	UNE	Platform	Final Metric			X			Jul-02
		% Orders Missed for Facilities > 15 Days	UNE	Specials	Final Metric			X			Jul-02
		% Orders Missed for Facilities > 15 Days	UNE	2Wire Digital	Final Metric			X			Jul-02
		% Orders Missed for Facilities > 15 Days	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% Orders Missed for Facilities > 15 Days	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Jul-02
		% Orders Missed for Facilities > 15 Days	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Jul-02
		% Orders Missed for Facilities > 15 Days	Trunks	CLEC Trunks	Final Metric			X			Jul-02
PR-5-03	VZ Retail &	% Orders Missed for Facilities > 60 Days	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
	CLEC Agg &	% Orders Missed for Facilities > 60 Days	Trunks	CLEC Trunks	Final Metric			X			Jul-02
	CLEC Specific										Jul-02

Provisioning

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
PR-5-04	CLEC Agg &	% Orders Cancelled > 5 days after DD for Facilities	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Specific	% Orders Cancelled > 5 days after DD for Facilities	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		% Orders Cancelled > 5 days after DD for Facilities	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% Orders Cancelled > 5 days after DD for Facilities	Retail	Specials	Final Metric			X			Jul-02
		% Orders Cancelled > 5 days after DD for Facilities	UNE	POTS- Loop	Final Metric			X			Jul-02
		% Orders Cancelled > 5 days after DD for Facilities	UNE	2Wire Digital	Final Metric			X			Jul-02
		% Orders Cancelled > 5 days after DD for Facilities	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% Orders Cancelled > 5 days after DD for Facilities	UNE	Specials	Final Metric			X			Jul-02
**% Installation Quality**
PR-6-01	VZ Retail &	% Installation Troubles Rept. W/in 30 Days	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	% Installation Troubles Rept. W/in 30 Days	Retail	POTS-Dispatched	Final Metric			X			Jul-02
	CLEC Specific	% Installation Troubles Rept. W/in 30 Days	Retail	Specials	Final Metric			X			Jul-02
		% Installation Troubles Rept. W/in 30 Days	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		% Installation Troubles Rept. W/in 30 Days	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% Installation Troubles Rept. W/in 30 Days	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
		% Installation Troubles Rept. W/in 30 Days	Resale	POTS	Final Metric			X			Jul-02
		% Installation Troubles Rept. W/in 30 Days	Resale	2Wire Digital	Final Metric			X			Jul-02
		% Installation Troubles Rept. W/in 30 Days	Resale	Specials	Final Metric			X			Jul-02
		% Installation Troubles Rept. W/in 30 Days	UNE	POTS-Loop	Final Metric			X			Jul-02
		% Installation Troubles Rept. W/in 30 Days	UNE	Platform	Final Metric			X			Jul-02
		% Installation Troubles Rept. W/in 30 Days	UNE	2Wire Digital	Final Metric			X			Jul-02
		% Installation Troubles Rept. W/in 30 Days	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% Installation Troubles Rept. W/in 30 Days	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Jul-02
		% Installation Troubles Rept. W/in 30 Days	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Jul-02
		% Installation Troubles Rept. W/in 30 Days	UNE	Specials	Final Metric			X			Jul-02
		% Installation Troubles Rept. W/in 30 Days	Trunks	CLEC Trunks	Final Metric			X			Jul-02
PR-6-02	CLEC Agg &	% Installation Troubles Rept. W/in 7 Days	UNE	Hot Cut Loop	Final Metric			X			Jul-02
	CLEC Specific										Jul-02
PR-6-03	VZ Retail &	% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Retail	POTS-Dispatched	Final Metric			X			Jul-02
	CLEC Specific	% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Retail	Specials	Final Metric			X			Jul-02
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Resale	POTS	Final Metric			X			Jul-02
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Resale	2Wire Digital	Final Metric			X			Jul-02
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Resale	Specials	Final Metric			X			Jul-02
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	UNE	POTS-Loop	Final Metric			X			Jul-02
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	UNE	Platform	Final Metric			X			Jul-02
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	UNE	2Wire Digital	Final Metric			X			Jul-02
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Jul-02
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Jul-02
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	UNE	Specials	Final Metric			X			Jul-02
		% Install. Trble. Rept. W/in 30 Days-FOK/TOK/CPE	Trunks	CLEC Trunks	Final Metric			X			Jul-02
**Open Orders in a Hold Status**
PR-8-01		Open Orders in a Hold Status >30 Days	Retail	POTS	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	Retail	Specials	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	Retail	Specials DS0	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	Retail	IXC FGD Trunks	Final Metric			X			Jul-02

Provisioning

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
		Open Orders in a Hold Status >30 Days	Resale	POTS	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	Resale	Specials	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	Resale	2Wire Digital	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	UNE	POTS	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	UNE	Specials	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	UNE	2Wire Digital	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	UNE	EEL	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	UNE	IOF	Final Metric			X			Jul-02
		Open Orders in a Hold Status >30 Days	Trunks	CLEC Trunks	Final Metric			X			Jul-02
PR-8-02		Open Orders in a Hold Status >90 Days	Retail	POTS	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	Retail	Specials	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	Retail	Specials DS0	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	Resale	POTS	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	Resale	Specials	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	Resale	2Wire Digital	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	UNE	POTS	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	UNE	Specials	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	UNE	2Wire Digital	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	UNE	2Wire-xDSL Line Sharing	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	UNE	2Wire-xDSL Line Splitting	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	UNE	EEL	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	UNE	IOF	Final Metric			X			Jul-02
		Open Orders in a Hold Status >90 Days	Trunks	CLEC Trunks	Final Metric			X			Jul-02
					Hot Cuts						
PR-9-01		% On Time Performance	UNE	Hot Cut Loop	Final Metric			X			Nov-99
PR-9-08		Average Duration of Service Interruption	UNE	Hot Cut Loop	Final Metric			X			Nov-99

Maintenance

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
					**Response Time**						
MR-1-01	VZ Retail &	Average Response Time - Create Trouble	OSS	Retail	Final Metric			X			Jul-02
	CLEC Agg	Average Response Time - Create Trouble	OSS	CLEC	Final Metric			X			Jul-02
MR-1-02	VZ Retail &	Average Response Time - Status Trouble	OSS	Retail	Final Metric			X			Jul-02
	CLEC Agg	Average Response Time - Status Trouble	OSS	CLEC	Final Metric			X			Jul-02
MR-1-03	VZ Retail &	Average Response Time - Modify Trouble	OSS	Retail	Final Metric			X			Jul-02
	CLEC Agg	Average Response Time - Modify Trouble	OSS	CLEC	Final Metric			X			Jul-02
MR-1-04	VZ Retail &	Average Response Time - Cancel Trouble	OSS	Retail	Final Metric			X			Jul-02
	CLEC Agg	Average Response Time - Cancel Trouble	OSS	CLEC	Final Metric			X			Jul-02
MR-1-05	VZ Retail &	Average Response Time - Trouble Report History	OSS	Retail	Final Metric			X			Jul-02
	CLEC Agg	Average Response Time - Trouble Report History	OSS	CLEC	Final Metric			X			Jul-02
MR-1-06	VZ Retail &	Average Response Time - Test Trouble POTS	OSS	Retail	Final Metric			X			Jul-02
	CLEC Agg	Average Response Time - Test Trouble-POTS	OSS	CLEC	Final Metric			X			Jul-02
					**Network Trouble Report Rate**						
MR-2-01	VZ Retail &	Network Trouble Report Rate (Total)	Retail	Specials	Final Metric			X			Jul-02
	CLEC Agg &	Network Trouble Report Rate (Total)	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
	CLEC Specific	Network Trouble Report Rate (Total)	Resale	Specials	Final Metric			X			Jul-02
		Network Trouble Report Rate (Total)	UNE	Specials	Final Metric			X			Jul-02
		Network Trouble Report Rate (Total)	Trunks	CLEC Trunks	Final Metric			X			Jul-02
MR-2-02	VZ Retail &	Network Trouble Report Rate (Loop)	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	Network Trouble Report Rate (Loop)	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
	CLEC Specific	Network Trouble Report Rate (Loop)	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		Network Trouble Report Rate (Loop)	Retail	2Wire-line share	Final Metric			X			Jul-02
		Network Trouble Report Rate (Loop)	Resale	POTS	Final Metric			X			Jul-02
		Network Trouble Report Rate (Loop)	Resale	2Wire Digital	Final Metric			X			Jul-02
		Network Trouble Report Rate (Loop)	UNE	Platform	Final Metric			X			Jul-02
		Network Trouble Report Rate (Loop)	UNE	Loop	Final Metric			X			Jul-02
		Network Trouble Report Rate (Loop)	UNE	2Wire Digital	Final Metric			X			Jul-02
		Network Trouble Report Rate (Loop)	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		Network Trouble Report Rate (Loop)	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Jul-02
		Network Trouble Report Rate (Loop)	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Jul-02
MR-2-03	VZ Retail &	Network Trouble Report Rate (Central Office)	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	Network Trouble Report Rate (Central Office)	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
	CLEC Specific	Network Trouble Report Rate (Central Office)	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		Network Trouble Report Rate (Central Office)	Retail	2Wire-line share	Final Metric			X			Jul-02
		Network Trouble Report Rate (Central Office)	Resale	POTS	Final Metric			X			Jul-02
		Network Trouble Report Rate (Central Office)	Resale	2Wire Digital	Final Metric			X			Jul-02
		Network Trouble Report Rate (Central Office)	UNE	Platform	Final Metric			X			Jul-02
		Network Trouble Report Rate (Central Office)	UNE	Loop	Final Metric			X			Jul-02
		Network Trouble Report Rate (Central Office)	UNE	2Wire Digital	Final Metric			X			Jul-02
		Network Trouble Report Rate (Central Office)	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		Network Trouble Report Rate (Central Office)	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Jul-02
		Network Trouble Report Rate (Central Office)	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Jul-02
MR-2-04	VZ Retail &	% Subsequent Reports	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	% Subsequent Reports	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
	CLEC Specific	% Subsequent Reports	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% Subsequent Reports	Retail	2Wire-line share	Final Metric			X			Jul-02
		% Subsequent Reports	Resale	POTS	Final Metric			X			Jul-02
		% Subsequent Reports	Resale	2Wire Digital	Final Metric			X			Jul-02

Metric Availability: Carrier to Carrier and 271 Order

Maintenance

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
		% Subsequent Reports	UNE	Platform	Final Metric			X			Jul-02
		% Subsequent Reports	UNE	Loop	Final Metric			X			Jul-02
		% Subsequent Reports	UNE	2Wire Digital	Final Metric			X			Jul-02
		% Subsequent Reports	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% Subsequent Reports	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Jul-02
		% Subsequent Reports	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Jul-02
MR-2-05	VZ Retail &	% CPE/TOK/FOK Trouble Reports	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	% CPE/TOK/FOK Trouble Reports	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
	CLEC Specific	% CPE/TOK/FOK Trouble Reports	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% CPE/TOK/FOK Trouble Reports	Retail	2Wire-line share	Final Metric			X			Jul-02
		% CPE/TOK/FOK Trouble Reports	Retail	Specials	Final Metric			X			Jul-02
		% CPE/TOK/FOK Trouble Reports	Resale	POTS	Final Metric			X			Jul-02
		% CPE/TOK/FOK Trouble Reports	Resale	2Wire Digital	Final Metric			X			Jul-02
		% CPE/TOK/FOK Trouble Reports	Resale	Specials	Final Metric			X			Jul-02
		% CPE/TOK/FOK Trouble Reports	UNE	Platform	Final Metric			X			Jul-02
		% CPE/TOK/FOK Trouble Reports	UNE	Loop	Final Metric			X			Jul-02
		% CPE/TOK/FOK Trouble Reports	UNE	2Wire Digital	Final Metric			X			Jul-02
		% CPE/TOK/FOK Trouble Reports	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% CPE/TOK/FOK Trouble Reports	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Jul-02
		% CPE/TOK/FOK Trouble Reports	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Jul-02
		% CPE/TOK/FOK Trouble Reports	UNE	Specials	Final Metric			X			Jul-02
		% Missed Repair Appointments									
MR-3-01	VZ Retail &	% Missed Repair Appt. (Loop)	Retail	Res. POTS	Final Metric			X			Jul-02
	CLEC Agg &	% Missed Repair Appt. (Loop)	Retail	Bus. POTS	Final Metric			X			Jul-02
	CLEC Specific	% Missed Repair Appt. (Loop)	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		% Missed Repair Appt. (Loop)	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% Missed Repair Appt. (Loop)	Retail	POTS-Total	Final Metric			X			Jul-02
		% Missed Repair Appt. (Loop)	Resale	Res. POTS	Final Metric			X			Jul-02
		% Missed Repair Appt. (Loop)	Resale	Bus. POTS	Final Metric			X			Jul-02
		% Missed Repair Appt. (Loop)	Resale	2Wire Digital	Final Metric			X			Jul-02
		% Missed Repair Appt. (Loop)	UNE	Platform-Bus	Final Metric			X			Jul-02
		% Missed Repair Appt. (Loop)	UNE	Platform-Res	Final Metric			X			Jul-02
		% Missed Repair Appt. (Loop)	UNE	Loop	Final Metric			X			Jul-02
		% Missed Repair Appt. (Loop)	UNE	2Wire Digital	Final Metric			X			Jul-02
		% Missed Repair Appt. (Loop)	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% Missed Repair Appt. (Loop)	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Jul-02
		% Missed Repair Appt. (Loop)	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Jul-02
MR-3-02	VZ Retail &	% Missed Repair Appt. (Central Office)	Retail	Res. POTS	Final Metric			X			Jul-02
	CLEC Agg &	% Missed Repair Appt. (Central Office)	Retail	Bus. POTS	Final Metric			X			Jul-02
	CLEC Specific	% Missed Repair Appt. (Central Office)	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		% Missed Repair Appt. (Central Office)	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% Missed Repair Appt. (Central Office)	Retail	POTS-Total	Final Metric			X			Jul-02
		% Missed Repair Appt. (Central Office)	Resale	Res. POTS	Final Metric			X			Jul-02
		% Missed Repair Appt. (Central Office)	Resale	Bus. POTS	Final Metric			X			Jul-02
		% Missed Repair Appt. (Central Office)	Resale	2Wire Digital	Final Metric			X			Jul-02
		% Missed Repair Appt. (Central Office)	UNE	Platform-Bus	Final Metric			X			Jul-02
		% Missed Repair Appt. (Central Office)	UNE	Platform-Res	Final Metric			X			Jul-02

Maintenance

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
		% Missed Repair Appt. (Central Office)	UNE	Loop	Final Metric			X			Jul-02
		% Missed Repair Appt. (Central Office)	UNE	2Wire Digital	Final Metric			X			Jul-02
		% Missed Repair Appt. (Central Office)	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% Missed Repair Appt. (Central Office)	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Jul-02
		% Missed Repair Appt. (Central Office)	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Jul-02
MR-3-03	VZ Retail &	% Missed Repair Appt. (FOK,TOK,CPE)	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	% Missed Repair Appt. (FOK,TOK,CPE)	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
	CLEC Specific	% Missed Repair Appt. (FOK,TOK,CPE)	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% Missed Repair Appt. (FOK,TOK,CPE)	Resale	POTS	Final Metric			X			Jul-02
		% Missed Repair Appt. (FOK,TOK,CPE)	Resale	2Wire Digital	Final Metric			X			Jul-02
		% Missed Repair Appt. (FOK,TOK,CPE)	UNE	Platform	Final Metric			X			Jul-02
		% Missed Repair Appt. (FOK,TOK,CPE)	UNE	Loop	Final Metric			X			Jul-02
		% Missed Repair Appt. (FOK,TOK,CPE)	UNE	2Wire Digital	Final Metric			X			Jul-02
		% Missed Repair Appt. (FOK,TOK,CPE)	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Jul-02
		% Missed Repair Appt. (FOK,TOK,CPE)	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Jul-02
					Trouble Duration Intervals						
MR-4-01	VZ Retail &	Mean Time to Repair (Total)	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	Mean Time to Repair (Total)	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
	CLEC Specific	Mean Time to Repair (Total)	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		Mean Time to Repair (Total)	Retail	Specials (Non DS0 and DS0)	Final Metric			X			Jul-02
		Mean Time to Repair (Total)	Retail	Specials (DS1 and DS3)	Final Metric			X			Jul-02
		Mean Time to Repair (Total)	Resale	POTS	Final Metric			X			Jul-02
		Mean Time to Repair (Total)	Resale	Specials (Non DS0 and DS0)	Final Metric			X			Jul-02
		Mean Time to Repair (Total)	Resale	Specials (DS1 and DS3)	Final Metric			X			Jul-02
		Mean Time to Repair (Total)	Resale	2Wire Digital	Final Metric			X			Jul-02
		Mean Time to Repair (Total)	UNE	Platform	Final Metric			X			Jul-02
		Mean Time to Repair (Total)	UNE	Loop	Final Metric			X			Jul-02
		Mean Time to Repair (Total)	UNE	Specials (Non DS0 and DS0)	Final Metric			X			Jul-02
		Mean Time to Repair (Total)	UNE	Specials (DS1 and DS3)	Final Metric			X			Jul-02
		Mean Time to Repair (Total)	UNE	2Wire Digital	Final Metric			X			Jul-02
		Mean Time to Repair (Total)	Trunks	CLEC Trunks	Final Metric			X			Jul-02
MR-4-02	VZ Retail &	Mean Time to Repair (Loop)	Retail	Res. POTS	Final Metric			X			Jul-02
	CLEC Agg &	Mean Time to Repair (Loop)	Retail	Bus. POTS	Final Metric			X			Jul-02
	CLEC Specific	Mean Time to Repair (Loop)	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		Mean Time to Repair (Loop)	Retail	2Wire xDSL-loop	Final Metric			X			Jul-02
		Mean Time to Repair (Loop)	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		Mean Time to Repair (Loop)	Resale	Res. POTS	Final Metric			X			Jul-02
		Mean Time to Repair (Loop)	Resale	Bus. POTS	Final Metric			X			Jul-02
		Mean Time to Repair (Loop)	Resale	2Wire Digital	Final Metric			X			Jul-02
		Mean Time to Repair (Loop)	UNE	Platform-Bus	Final Metric			X			Jul-02
		Mean Time to Repair (Loop)	UNE	Platform-Res	Final Metric			X			Jul-02
		Mean Time to Repair (Loop)	UNE	Loop	Final Metric			X			Jul-02
		Mean Time to Repair (Loop)	UNE	2Wire Digital	Final Metric			X			Jul-02
		Mean Time to Repair (Loop)	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02

Maintenance

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
		Mean Time to Repair (Loop)	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Jul-02
		Mean Time to Repair (Loop)	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Jul-02
MR-4-03	VZ Retail &	Mean Time to Repair (Central Office)	Retail	Res. POTS	Final Metric			X			Jul-02
	CLEC Agg &	Mean Time to Repair (Central Office)	Retail	Bus. POTS	Final Metric			X			Jul-02
	CLEC Specific	Mean Time to Repair (Central Office)	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		Mean Time to Repair (Central Office)	Retail	2Wire xDSL-loop	Final Metric			X			Jul-02
		Mean Time to Repair (Central Office)	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		Mean Time to Repair (Central Office)	Resale	Res. POTS	Final Metric			X			Jul-02
		Mean Time to Repair (Central Office)	Resale	Bus. POTS	Final Metric			X			Jul-02
		Mean Time to Repair (Central Office)	Resale	2Wire Digital	Final Metric			X			Jul-02
		Mean Time to Repair (Central Office)	UNE	Platform-Bus	Final Metric			X			Jul-02
		Mean Time to Repair (Central Office)	UNE	Platform-Res	Final Metric			X			Jul-02
		Mean Time to Repair (Central Office)	UNE	Loop	Final Metric			X			Jul-02
		Mean Time to Repair (Central Office)	UNE	2Wire Digital	Final Metric			X			Jul-02
		Mean Time to Repair (Central Office)	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		Mean Time to Repair (Central Office)	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Jul-02
		Mean Time to Repair (Central Office)	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Jul-02
MR-4-04	VZ Retail &	% Cleared w/in 24 Hours (Total)	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	% Cleared w/in 24 Hours (Total)	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
	CLEC Specific	% Cleared w/in 24 Hours (Total)	Retail	Specials (Non DS0 and DS0)	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	Retail	Specials (DS1 and DS3)	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	Resale	POTS	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	Resale	Specials (Non DS0 and DS0)	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	Resale	Specials (DS1 and DS3)	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	Resale	2Wire Digital	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	UNE	Platform	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	UNE	Loop	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	UNE	2Wire Digital	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	UNE	Specials (Non DS0 and DS0)	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	UNE	Specials (DS1 and DS3)	Final Metric			X			Jul-02
		% Cleared w/in 24 Hours (Total)	Trunks	CLEC Trunks	Final Metric			X			Jul-02
MR-4-05	VZ Retail &	% OOS > 2 Hours	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
	CLEC Agg &	% OOS > 2 Hours	Trunks	CLEC Trunks	Final Metric			X			Jul-02
	CLEC Specific										Jul-02
MR-4-06	VZ Retail &	% OOS > 4 Hours	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	% OOS > 4 Hours	Retail	Specials (Non DS0 and DS0)	Final Metric			X			Jul-02

Maintenance

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
	CLEC Specific	% OOS > 4 Hours	Retail	Specials (DS1 and DS3)	Final Metric			X			Jul-02
		% OOS > 4 Hours	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
		% OOS > 4 Hours	Resale	POTS	Final Metric			X			Jul-02
		% OOS > 4 Hours	Resale	Specials (Non DS0 and DS0)	Final Metric			X			Jul-02
		% OOS > 4 Hours	Resale	Specials (DS1 and DS3)	Final Metric			X			Jul-02
		% OOS > 4 Hours	UNE	Platform	Final Metric			X			Jul-02
		% OOS > 4 Hours	UNE	Specials (Non DS0 and DS0)	Final Metric			X			Jul-02
`		% OOS > 4 Hours	UNE	Specials (DS1 and DS3)	Final Metric			X			Jul-02
		% OOS > 4 Hours	Trunks	CLEC Trunks	Final Metric			X			Jul-02
MR-4-07	VZ Retail &	% OOS > 12 Hours	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	% OOS > 12 Hours	Retail	2Wire Digital	Final Metric			X			Jul-02
	CLEC Specific	% OOS > 12 Hours	Retail	2Wire xDSL-loop	Final Metric			X			Jul-02
		% OOS > 12 Hours	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% OOS > 12 Hours	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
		% OOS > 12 Hours	Resale	POTS	Final Metric			X			Jul-02
		% OOS > 12 Hours	Resale	2Wire Digital	Final Metric			X			Jul-02
		% OOS > 12 Hours	UNE	Platform	Final Metric			X			Jul-02
		% OOS > 12 Hours	UNE	Loop	Final Metric			X			Jul-02
		% OOS > 12 Hours	UNE	2Wire Digital	Final Metric			X			Jul-02
		% OOS > 12 Hours	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% OOS > 12 Hours	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Jul-02
		% OOS > 12 Hours	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Jul-02
		% OOS > 12 Hours	Trunks	CLEC Trunks	Final Metric			X			Jul-02
MR-4-08	VZ Retail &	% OOS > 24 Hours	Retail	Res. POTS	Final Metric			X			Jul-02
	CLEC Agg &	% OOS > 24 Hours	Retail	Bus. POTS	Final Metric			X			Jul-02
	CLEC Specific	% OOS > 24 Hours	Retail	POTS-Total	Final Metric			X			Jul-02
		% OOS > 24 Hours	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		% OOS > 24 Hours	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% OOS > 24 Hours	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
		% OOS > 24 Hours	Retail	Specials (Non DS0 and DS0)	Final Metric			X			Jul-02
		% OOS > 24 Hours	Retail	Specials (DS1 and DS3)	Final Metric			X			Jul-02
		% OOS > 24 Hours	Resale	Res. POTS	Final Metric			X			Jul-02
		% OOS > 24 Hours	Resale	Bus. POTS	Final Metric			X			Jul-02
		% OOS > 24 Hours	Resale	2Wire Digital	Final Metric			X			Jul-02
		% OOS > 24 Hours	Resale	Specials (Non DS0 and DS0)	Final Metric			X			Jul-02
		% OOS > 24 Hours	Resale	Specials (DS1 and DS3)	Final Metric			X			Jul-02
		% OOS > 24 Hours	UNE	Platform-Bus	Final Metric			X			Jul-02
		% OOS > 24 Hours	UNE	Platform-Res	Final Metric			X			Jul-02
		% OOS > 24 Hours	UNE	Loop	Final Metric			X			Jul-02
		% OOS > 24 Hours	UNE	2Wire Digital	Final Metric			X			Jul-02
		% OOS > 24 Hours	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% OOS > 24 Hours	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Jul-02

Maintenance

Metric #	Dimension	Metric	Chklist	Product	Current Month STATUS	C2C Rpt	Partial	Final	Comment	Change in Report Month	C2C Guideline Version
		% OOS > 24 Hours	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Jul-02
		% OOS > 24 Hours	UNE	Specials (Non DS0 and DS0)	Final Metric			X			Jul-02
		% OOS > 24 Hours	UNE	Specials (DS1 and DS3)	Final Metric			X			Jul-02
		% OOS > 24 Hours	Trunks	CLEC Trunks	Final Metric			X			Jul-02
					Maintenance Quality						
MR-5-01	VZ Retail &	% Repeat Reports w/in 30 Days	Retail	POTS-Total	Final Metric			X			Jul-02
	CLEC Agg &	% Repeat Reports w/in 30 Days	Retail	IXC FGD Trunks	Final Metric			X			Jul-02
	CLEC Specific	% Repeat Reports w/in 30 Days	Retail	Specials	Final Metric			X			Jul-02
		% Repeat Reports w/in 30 Days	Retail	2Wire Digital (ISDN)	Final Metric			X			Jul-02
		% Repeat Reports w/in 30 Days	Retail	VZ Line Sharing	Final Metric			X			Jul-02
		% Repeat Reports w/in 30 Days	Resale	POTS	Final Metric			X			Jul-02
		% Repeat Reports w/in 30 Days	Resale	Specials	Final Metric			X			Jul-02
		% Repeat Reports w/in 30 Days	Resale	2Wire Digital	Final Metric			X			Jul-02
		% Repeat Reports w/in 30 Days	UNE	Platform	Final Metric			X			Jul-02
		% Repeat Reports w/in 30 Days	UNE	Loop	Final Metric			X			Jul-02
		% Repeat Reports w/in 30 Days	UNE	2Wire Digital	Final Metric			X			Jul-02
		% Repeat Reports w/in 30 Days	UNE	2Wire xDSL-loop	Final Metric			X			Jul-02
		% Repeat Reports w/in 30 Days	UNE	2Wire xDSL- Line Sharing	Final Metric			X			Jul-02
		% Repeat Reports w/in 30 Days	UNE	2Wire xDSL- Line Splitting	Final Metric			X			Jul-02

ATTACHMENT G

Pre-Order and Order Weights

PRE-ORDER						ORDER			Appendix N TOTAL
25% of total weights 26 scenarios						75% of total weights 45 scenarios			100% 71 scenarios
						RESALE	UNE	PLATFORM	SYSTEMS
40% of preorder 10% of total 5 scenarios	12% of preorder 3% of total 1 scenario	12% of preorder 3% of total 5 scenarios	12% of preorder 3% of total 7 scenarios	12% of preorder 3% of total 3 scenarios	12% of preorder 3% of total 5 scenario	20% of orders 15% of total 18 scenarios	40% of orders 30% of total 12 scenarios	40% of orders 30% of total 15 scenarios	C = CORBA L = LEGACY
Customer Service Record	Due Date Availability	Address Validation	Availability/Directory Listings/ Service Analyzer	TN Availability Ord Reservation	Facility Availability (Loop Qualification) / Loop Make-Up	Scenarios	Scenarios	Scenarios	
						1 0.83%	30 2.50%	18 2.00%	
						2 0.83%	31 2.50%	19 2.00%	
						3 0.83%	32 2.50%	20 2.00%	
						4 0.83%	32J 2.50%	21 2.00%	
						5 0.83%	32S 2.50%	22 2.00%	
						6 0.83%	33 2.50%	23 2.00%	
						7 0.83%	34 2.50%	24 2.00%	
						8 0.83%	35 2.50%	25 2.00%	
						9 0.83%	36 2.50%	26 2.00%	
						9S 0.83%	*37 0.00%	27 2.00%	
						10 0.83%	38 2.50%	27S 2.00%	
16C 2.00%	4 3.00%	6C 0.60%	5 0.43%	1 1.00%	14 0.60%	11 0.83%	40 2.50%	28 2.00%	
16L 2.00%		6L 0.60%	10 0.43%	2 1.00%	15C 0.60%	12 0.83%	41 2.50%	29 2.00%	
17 2.00%		7 0.60%	11 0.43%	3 1.00%	15L 0.60%	13 0.83%		39 2.00%	
18 2.00%		8 0.60%	12 0.43%		20C 0.60%	14 0.83%		42 2.00%	
19 2.00%		9 0.60%	13 0.43%		20L 0.60%	15 0.83%			
			21C 0.43%			16 0.83%			
			21L 0.43%			17 0.83%			
10.0%	3.0%	3.0%	3.0%	3.0%	3.0%	15%	30%	30%	100%

********Order UNE scenario 37 serves as a placeholder for a future scenario

ATTACHMENT H

PERFORMANCE ASSURANCE PLAN

VERIZON DELAWARE INC.

July 2, 2002

TABLE OF CONTENTS

APPENDICES TO PERFORMANCE ASSURANCE PLAN

PERFORMANCE ASSURANCE PLAN

I.   INTRODUCTION

The Delaware Performance Assurance Plan ("Delaware PAP") is a self-executing remedy plan that will ensure Verizon Delaware Inc. ("Verizon DE") provides quality wholesale services to competitive carriers after Verizon DE has gained entry into the long distance market pursuant to Section 271 of the Telecommunications Act of 1996. The Delaware PAP is in compliance with an Order issued by the Delaware Public Service Commission ("Commission") on June 25, 2002. The Change Control Assurance Plan ("CCAP") contained in Appendix I is also in compliance with the June 25, 2002 Order.

A.   The Delaware PAP

The Delaware PAP has three major components: (1) the metrics used to report performance; (2) the methodology used to determine billing credits, including service segmentation, scoring method, and other rules described in the plan document; and (3) the dollars at risk. Each of these components is summarized below and is discussed in more detail in the following sections and Appendices.

1.   Measures and Standards

On June 25, 2002, the Commission adopted the "Delaware Carrier-to-Carrier Guidelines Performance Standards and Reports" ("C2C") for evaluating Verizon DE's wholesale performance. The C2C measures include hundreds of individual data points that track and report on performance. Some metrics are compared with analogous Verizon retail services to ensure parity of service and others, where no retail analog exists, are reviewed on the basis of absolute

standards. As in New York, where the C2C measures and standards were incorporated into the PAP, the Delaware PAP incorporates the same C2C measures and standards.

2. Methodology

(a) Service Segmentation

The Delaware PAP includes three service segmentations: Mode of Entry ("MOE"), Critical Measures, and Special Provisions.

The MOE segment measures the overall level of service on an industry-wide basis for each method or mode by which carriers can enter the local exchange market under the Telecommunications Act of 1996, *i.e.* resale, unbundled network elements, interconnection trunks and DSL. Any bill credits generated in any one of these modes are allocated to competitors purchasing those types of services. The MOE component of the Delaware PAP is fully described in Section II.C. and in Appendices A and E.

The Critical Measures component measures performance in 12 critical areas that have been identified as most important to the provision of quality service. The Critical Measures are a subset of the measures included in the MOE segment. Additional bill credits will be provided for performance on these measures that fail to meet the standards. This segment provides a mechanism to assure that carriers are receiving non-discriminatory service on an individual basis. The complete list of Critical Measures is enumerated in Appendix B and scoring/credit calculations are in Appendix F.

The Special Provisions segment focuses on a number of measures that are viewed as measuring key aspects of Verizon DE's performance. This segment establishes targets that Verizon DE must achieve for flow-through, order processing, hot-cuts, Local Service Request confirmations, and reject notices. Verizon DE will provide bill credits to those carriers who

received service below target levels. The Special Provisions measures are described in Section II.E. and Appendix H.

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(b)   Change Control Assurance

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Verizon is also subject to a separate Change Control Assurance Plan ("CCAP"). Change Control is designed to measure Verizon's performance in implementing revisions to OSS interfaces and business rules that affect CLECs. The Change Control process is common to carriers operating in Delaware and New York. Under the Change Control Assurance Plan, $600,000 in bill credits will be available to all CLECs in Delaware for unsatisfactory performance on four Change Control metrics. Change Control credits are described in Section II. B.2.

<div align="center">

(c)   Statistical Test

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The Delaware PAP uses statistical methodologies as one means to determine if "parity" exists between Verizon DE's wholesale and retail performance. For measures where parity is the standard and a sufficient sample size exists, a "modified z statistic" is used. The statistical methodology is described in Appendix D.

<div align="center">

(d)   Scoring

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Each of the measures within the MOE segment is graded with a 0, -1, or -2 based on the statistical analysis and the magnitude of its z-statistic for the month. The performance score for each metric is then weighted. These weights were developed to reflect the importance of that metric in determining that markets are open to competition. Critical Measures performance is scored against sliding scales based on the statistical score and the magnitude of the difference between wholesale service and the applicable standards. Special Provisions are scored against absolute standards of performance. Each of the scoring, weighting, and credit distribution processes is contained in Appendices A, B, C, E, and F.

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(e)   Self-executing aspects

Verizon DE will report its performance on the Delaware PAP on a monthly basis. Within 30 days of the close of the second month after the month in which performance is being reviewed, PAP credits will be processed for each CLEC.

As used in this paragraph and Footnote 1, the term "Agreement" means and includes an agreement under 47 U.S.C. §§ 251 and 252, any other agreement for interconnection, network elements, or services, and an amendment to any of the foregoing agreements. With regard to an Agreement that becomes effective on or after April 1, 2002, if the Delaware PAP and the Agreement both grant a carrier bill credits, payments, or other financial benefits, incentives, remedies or penalties, against Verizon DE as a direct result of the same Verizon DE acts, omissions, performance, or failure or deficiency in performance, Verizon DE shall receive a credit against the amount due to the carrier under the Delaware PAP as a result of Verizon DE's acts, omissions, performance, or failure or deficiency in performance, equal to the amount due to the carrier under the Agreement as a direct result of the same Verizon DE acts, omissions, performance, or failure or deficiency in performance.[1]

The Delaware PAP will go into effect on August 1, 2002; provided that, the monetary liability provisions of the Delaware PAP will become effective on the earlier of either November 1, 2002, or the first day of the month following the month in which Verizon Delaware Inc.

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[1] With regard to an Agreement that becomes effective on or after April 1, 2002, the Commission has elected not to address at the time the Delaware PAP is initially being adopted, the questions of whether such an Agreement should include provisions that grant the CLEC service quality, warranty or performance related bill credits, payments, or other financial benefits, incentives, remedies or penalties, against Verizon DE, and, if such provisions are to be included, what the provisions should be. These questions may be raised by Verizon DE or CLECs at a later time in the Commission's Delaware PAP proceeding. These questions may also be raised by Verizon DE or CLECs in the arbitration of Agreements, or in other appropriate proceedings.

receives approval, under 47 U.S.C. § 271, from the Federal Communications Commission ("FCC") to provide interLATA services from Delaware.

3. Dollars at Risk

The structure of the Delaware PAP includes three credit categories: Mode of Entry, Critical Measures, and Special Provisions. Each category has a Delaware-specific credit schedule and cap which are presented in greater detail in the Appendices. The Delaware PAP contains a maximum dollar amount at risk. The total cap for Verizon DE is $17.66 million which is made up of a Delaware PAP cap of $17.06 million and a CCAP cap of $0.60 million. The distribution of dollars is as follows:

	Dollars at Risk (millions)
Mode of Entry	$4.52
Doubling of MOE	$4.52
Critical Measures	$4.88
Special Provisions	
Flow Through	$0.60
Hot Cut Performance	$1.45
EDI	$1.09
PAP Total	$17.06
CCAP	$0.60
Verizon Total	$17.66

Conditions for doubling of the MOE dollars at risk are explained fully in Section II.C.2. In addition, there is an additional category for Special Provisions associated with ordering that provides for an additional $1.45 million, paid from the MOE dollars at risk, if Verizon DE does not meet service standards and has not reached the cap level for MOE. If Verizon DE's performance results in payments that reach the overall monetary cap, the Commission, at its discretion, may open a proceeding to resolve the underlying service problem. The Commission retains the discretion to investigate extraordinary wholesale service performance issues and to

take appropriate corrective action.

4. Accurate Reporting of Data

The validation of Verizon DE's performance reporting was included as part of the independent, third-party OSS testing conducted by KPMG. Going forward, the Delaware PAP reporting of results will be subject to an annual audit. The first audit will begin 6 months after long distance entry.

II.   PROVISIONS OF THE PLAN

A.   Measures, Methods of Analysis and Standards

1.   Measures

The measures and standards in the Delaware PAP have been taken directly from the "Delaware Carrier-to-Carrier Guidelines Performance Standards and Reports" developed in Commission Docket No. 02-001 and cover the areas of Pre-order, Ordering, Provisioning, Maintenance and Repair, Billing and Network Performance. On June 25, 2002, the Commission adopted the "Delaware Carrier-to-Carrier Guidelines Performance Standards and Reports" for evaluating Verizon DE's compliance with the requirements of the Telecommunications Act of 1996.

2.   Methods of Analysis

Verizon DE will use two interrelated methods to monitor wholesale performance to CLECs on the performance measurements. The first method is designed to measure Verizon DE's overall Section 271 performance in four categories that correspond to the methods or modes CLECs use to enter the local exchange market: Resale; Unbundled Network Elements ("UNEs"); Interconnection (Trunks); and DSL. This is referred to as the Mode of Entry ("MOE") Measurements method, and a total of $4.52 million in annual bill credits, with potential for doubling per the provisions in Section II.C.2, will be available to CLECs if Verizon DE provides the maximum allowable unsatisfactory performance in all four MOE categories. (*See* Appendix A.) The MOE measurements provide a mechanism to measure the overall level of Verizon DE's service to the entire CLEC industry in the four areas.

The second method, referred to as the Critical Measures measurements, measures Verizon DE's performance in 12 critical areas, on both a CLEC-specific and a CLEC-aggregate

basis. The Critical Measures, which are a subset of the measures included in the MOE segment are: (1) OSS Interface; (2) % On-Time Ordering Notification; (3) % Completed; (4a) % Missed Appointment - VZ - Total - EEL; (4b) % Missed Appointments; (5) % Missed Appointments - VZ - No Dispatch - Platform; (6) Hot Cut Performance; (7) % On-Time Performance - UNE LNP; (8) Missed Repair Appointments; (9) Mean Time to Repair; (10) % Repeat Reports within 30 days; (11) Final Trunk Groups Blocked; and (12) Collocation. A total of $4.88 million in annual bill credits will be available to CLECs if Verizon DE provides the maximum allowable out of parity performance on all 12 Critical Measures. (*See* Appendix B.) The Critical Measures cover Verizon DE's service in areas critical to the CLECs and provide a mechanism to assure that CLECs on an individual basis are receiving non-discriminatory service.

In addition, the Plan contains a "Special Provisions" segment that focuses on a number of measures that measure key aspects of Verizon DE's performance after it gains entry into the InterLATA long distance market. In order to assure that Verizon DE will provide satisfactory service in these key areas, *e.g.*, flow through and hot cuts, $2.05 million is made available in addition to the $9.40 million available under the MOE and Critical Measures for bill credits for these measures. In addition, $1.45 million will be available for certain UNE ordering measures, to be paid from the MOE dollars at risk, if Verizon DE does not meet service standards and has not reached the cap level for MOE. (*See* Section II.E. *infra*.)

3.   Standards

Each measure will be evaluated according to one of two standards. For the measures where a Verizon DE retail analog exists, a "parity" standard will be applied.[2] For those measures

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[2]   The parity measures in the Plan fall into two categories: Measured variables and Counted variables. Measured variables are metrics of means or averages, such as mean time to repair. Counted variables are metrics of proportions such as percent measures.

where no retail analogs are available, an absolute standard has been specified as a surrogate to determine whether Verizon DE is providing non-discriminatory service to the CLECs. The metrics with absolute standards are displayed in Appendix C.

B. Distribution Of The MOE and Critical Measures Credits

1. Distribution of Bill Credits

Annual bill credits totaling $4.52 million are attributed to the MOE measures and are distributed to each of the MOE categories in amounts that reflect the importance of that MOE to the local exchange competition. Each month one-twelfth (1/12) of the annual amount will be available for bill credits. (*See* Appendix A.) An analogous principle has been applied to the $4.88 million associated with Critical Measures bill credits. (*See* Appendix B.)

2. Reallocation of Potential Bill Credits

The Commission will have the authority to reallocate the monthly distribution of bill credits between and among any provisions of the Plan and the Change Control Assurance Plan. The Commission will give the Company 15 days notice prior to the beginning of the month in which the reallocation will occur. Any reallocation will be done pursuant to Commission order.

C. MOE Scoring And Bill Credit Calculations

1. Scoring

The measures and standards for the MOE measurements have been placed into four categories: Resale, UNE, Interconnection (Trunks) and DSL. Since the 1996 Act requires that Verizon DE provide interconnection "that is at least equal in quality" to that provided to itself, and "nondiscriminatory access" to unbundled elements, each month Verizon DE will apply statistical tests, which are described in Appendix D, to Verizon DE and CLEC performance data

to develop z scores, t scores or equivalent permutation scores for the measures.[3] These statistical scores will be converted into a performance score for each MOE measure as follows:

Statistical Score	Performance Score
$Z \leq -1.645$	-2
$-1.645 < Z \leq -0.8225$	-1
$-0.8225 < Z$	0

For small sample sizes of measures with a parity standard, the Permutation Test will be applied to obtain the statistical scores, which will be converted into a performance score. (*See* Appendix D.) For small sample sizes of measures with an absolute standard of 95%, a small sample size table will be applied to obtain the performance scores. Measures with absolute standards will be given a performance score of 0, -1, or -2 depending on the performance for that measure. (*See* Appendix C.)

Thus, for each of the measures within the four MOE categories, Verizon DE's performance will be graded 0, -1, or -2. Each measure with a performance score of -1 in a given month will be subject to change, depending upon the score for that measure in the next two months. Should Verizon DE maintain a performance score of 0 for the next two months, then the score in the original month will be changed from -1 to 0. The 0 would then be used in conjunction with all of the other metrics in that MOE category to determine an aggregate score. A score of -2 in a given month will not be subject to change based upon performance in subsequent months. The performance score for each metric will then be weighted, based upon the importance of the metric in determining whether that MOE is open to competition. (*See*

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[3]   The statistical methodologies set forth in Appendix D were taken from the New York State
(Continued . . .)

Appendix A, which lists the weights for the MOE measurements.) The weighted scores will then

be aggregated (averaged) by each MOE category (Resale, UNE, Interconnection and DSL),

producing an overall weighted score for each of the four categories.

2. Bill Credit Calculations

If Verizon DE's overall (aggregate) performance score in the four categories falls below

a minimum score in any given month, wholesale price reductions in the form of bill credits will

be implemented and remain in effect for one month.[4] If an overall score falls to the maximum

score or below, the maximum wholesale price reduction will be implemented. Scores between

the minimum and maximum scores will also be entitled to credits pursuant to a credit table for

each MOE category. Credit Tables with the range of scores between the minimum and

maximum and the applicable rates appear in Appendix A. The bill credits payable to the CLECs

will be determined each month by dividing the amount from the table in Appendix A by the

actual monthly volumes of the CLEC units in service. The measurement units for each of the

MOEs is as follows:

1. UNE – Lines in service at end of month;
2. Resale – Lines in service at end of month;
3. Interconnection (Trunks) – Minutes of use in month; and
4. DSL – Lines in service at end of month.[5]

(. . . Continued)

Carrier-to-Carrier Guidelines Performance Standards and Reports in Case 97-C-0139.

[4] The intent is that the minimum score for each MOE category corresponds to the threshold at which there is a 95% certainty that parity does not exist.

[5] For the purpose of the Plan:
1. Lines in service for UNE means UNE-Platform lines, all types of loops and IOF.
2. Lines in service for Resale means Resale lines plus circuits.
3. Trunks – minutes of use per month.
4. Lines in service for DSL means DSL UNE loops and line shared loops.

The maximum scores represent the maximum allowable out of parity condition. The minimum and maximum performance scores and the start point percentages are as follows:

	Minimum Market Adj.	Maximum Market Adj.	% Market Adj. at Minimum [6]
UNE	-.17129	-.67000	20%
Resale	-.16922	-.67000	20%
Interconnection	-.31909	-1.0000	20%
DSL[7]	.-19705	-.67000	20%

If an aggregate MOE score is less than one half the difference (*i.e.*, below the midpoint) between the minimum and maximum scores in any one of the four MOE categories for three consecutive months, the amounts in the credit tables in Appendix A for that same three-month period will be doubled for the applicable MOE category. (The midpoints for the MOEs are delineated in Appendix A.) The amounts in Appendix A will remain doubled until such time as Verizon DE achieves a score of one quarter (or greater) the difference between the minimum and maximum scores in that category in any given month. Appendix E provides a detailed step-by-step description of how the MOE performance scores and bill credits will be calculated and distributed to the CLECs.

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[6] The "% Market Adj. At Minimum" indicates the amount of monthly bill credits that will be due to CLECs if Verizon DE trips the minimum score. For example, if Verizon DE were to score -.173 on the UNE MOE in a month, 20% of the $226,000 monthly amount would be due. (*See* Appendix A.)

[7] The minimum and maximum market adjustment scores above for DSL have been calculated assuming PR-3-03 to be an absolute measure. However, if the provisioning interval for line sharing to CLECs is better than the absolute standard, PR-3-03 would be scored as a parity measure, and the scores would range from -.22082 to -.67000.

3. The Domain Clustering Rule

Domain Clustering will provide CLECs with an additional layer of protection under the MOE mechanism. The term Domain refers to four service quality measures, (*i.e.*, Pre-Order, Ordering, Provisioning, and Maintenance and Repair)[8] that are included in the UNE and Resale MOEs. Under the Domain Clustering Rule, each Domain will be reviewed each month. If 75% or more of the respective Ordering, Provisioning, or Maintenance and Repair Domain weights are tripped, the higher of the clustering overlay or overall market score will be used to determine the market adjustments for the UNE, Resale and DSL MOEs. The same rule will apply to the Pre-Ordering Domain, except that the clustering overlay would be effective if all Pre-Ordering response time measures failed at the -2 level, in which case 75% would be used in the overlay calculations. The Domain Clustering methodologies are set forth in detail in Appendix E.

D. Critical Measures Scoring And Bill Credit Calculations

1. Scoring

Verizon DE's performance in 12 measurement categories is critical to the CLECs' ability to compete in the Delaware local exchange market. Should Verizon DE performance miss the applicable performance standards for even *one* of these 12 categories, eligible CLECs will be entitled to bill credits. (*See* Appendix B.) The statistical tests and performance scoring mechanism described in the MOE section also apply to these measures.[9]

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[8]   The domains do not include billing.

[9]   To the extent that a Critical Measure contains more than one measure, the weights from Appendix A will be used to determine the amount of bill credits available for the individual measure.

13

2. Bill Credit Calculations

For each Critical Measure, Verizon DE's performance for all CLECs during a given month will be averaged. Should the resulting performance score in any one category fall to -1 or below ("sub-standard performance"),[10] 50% of the maximum bill credits for that measure will be payable to eligible CLECs. The eligible CLECs are all those CLECs that received Sub-Standard Performance during that month (the "Aggregate Rule"). In addition, should any CLEC receive sub-standard performance for two consecutive months, bill credits for that CLEC will be implemented for the two month period, notwithstanding the fact that all CLECs on average may have received satisfactory performance during the two months (the "Individual Rule").[11]

Bill credits will increase by ten incremental amounts for performance scores between -1 and -2, or Z or t scores between -0.8225 and -1.645. The amounts payable to each CLEC will be in direct proportion to the amount of service that CLEC receives from Verizon DE compared to the other CLECs who received sub-standard performance pursuant to the critical measure. For example, under Critical Measure No. 10, % Repeat Reports within 30 days, the percent of bill credits for an unsatisfactory score would be calculated by determining the number of lines a CLEC had compared to other CLECs that received sub-standard performance.[12] If a score falls

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[10] The Permutations Test will be used to derive Z and t scores for measures with small sample sizes as described in the Guidelines and Appendix D.

[11] If all CLECs on average received an aggregate score below -1 for both months, the individual CLEC with the below average score would be entitled to bill credits for the Critical Measure in question under the Aggregate Rule. Likewise, if all CLECs on average received an aggregate score below -1 for the first of the two months and an aggregate score above -1 for the second month, the individual CLEC with sub-standard performance during both months would be entitled to receive bill credits pursuant to the Aggregate Rule for the first month and pursuant to the Individual Rule for the second month. A CLEC is only entitled to receive Bill Credits under the Individual Rule if it receives a score of -1 or less in a Critical Measure category and the CLEC group on average received a score greater than -1 for the Critical Measure.

[12] For Collocation – bill credits distribution will be determined by the cages completed during

(Continued . . .)

14

to the maximum level, the maximum bill credits will be implemented for the Critical Measure in question.

Appendix F provides a detailed step-by-step description of how the Critical Measures scores and bill credits will be calculated and distributed to the CLECs.

E.   Special Provisions

A number of key measures have been identified that measure aspects of Verizon DE's performance on service quality items that are viewed as essential for CLECs during the first year after Verizon DE's entry in the InterLATA market. Accordingly, additional funds will be made available for these measures under the subparagraphs described below.

(. . . Continued)

> month, *i.e.*, collocation arrangements completed: all arrangements including (a) physical, (b) virtual and (c) other collocation arrangements provided under tariff.

1. Flow Through Measures For UNEs

Verizon DE will make an additional $600,000 available for potential bill credits, which will be paid on a calendar quarterly basis, for the following flow through UNE metrics measured on a cumulative calendar quarterly basis: OR-5-01 "% Flow Through - Total" and OR-5-03 "% Flow Through Achieved."[13] A performance standard of 80% will apply to OR-5-01,[14] and a performance standard of 95% will apply to OR-5-03.[15] If at the end of any calendar quarter Verizon DE has not achieved one of these two performance standards, it will distribute $150,000 in bill credits.[16] The bill credits will be available to all CLECs purchasing UNEs. Any amounts due will be credited based on the CLEC's lines in service.[17] The scoring methodology for this measure is set forth in more detail in Appendix H.

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[13] When Metric OR-5-03 is included in the "Delaware Carrier-to-Carrier Guidelines Performance Standards and Reports," the definition of "% Flow Through Achieved" and the appropriate exclusions for this measure will be as set out for Metric OR-5-03 in the "Delaware Carrier-to-Carrier Guidelines Performance Standards and Reports." Prior to the time that Metric OR-5-03 is included in the "Delaware Carrier-to-Carrier Guidelines Performance Standards and Reports," the definition of "% Flow Through Achieved" and the appropriate exclusions for this measure will be as set out for Metric OR-5-03 in Appendix H of the Delaware PAP.

[14] While the standard for OR-5-01 is 80%, for the purpose of assessing bill credits under the Delaware PAP, a "ramp-up" period will apply to OR-5-01, with a performance threshold for the assessment of bill credits that increases in equal quarterly increments as follows: 53% for the second calendar quarter of 2002; 62% for the third calendar quarter of 2002; 71% for the fourth calendar quarter of 2002; and, 80% for the first calendar quarter of 2003. During the "ramp-up" period, this performance threshold will be used to determine whether bill credits are due. This performance threshold will apply to the month in which the Delaware PAP becomes effective and thereafter; Verizon DE is not obligated to provide bill credits for months or quarters prior to the month in which the Delaware PAP becomes effective (see Note 16). The 80% standard will apply for the purpose of assessing bill credits under the Delaware PAP commencing with the first calendar quarter of 2003. If the Delaware PAP does not become effective until on or after January 1, 2003, the "ramp-up" period will not apply.

[15] While the standard for OR-5-03 is 95%, for the purpose of assessing bill credits under the Delaware PAP, a "ramp-up" period will apply to OR-5-03, with a performance threshold for the assessment of bill credits that increases in equal quarterly increments as follows: 74% for the second calendar quarter of 2002; 81% for the third calendar quarter of 2002; 88% for the fourth calendar quarter of 2002; and, 95% for the first calendar quarter of 2003. During the "ramp-up" period, this performance threshold will be used to determine whether bill credits are due. This performance

(Continued . . .)

2. UNE Ordering Performance

An additional $120,833 per month, or $1.45 million annually, will be made available for bill credits for four non-flow through UNE performance measures:

OR-1-04 % On Time LSRC < 10 lines (Electronic) – POTS
OR-1-06 % On Time LSRC ≥ 10 lines (Electronic) – POTS
OR-2-04 % On Time LSR Reject < 10 lines (Electronic) – POTS
OR-2-06 % On Time LSR Reject ≥ 10 lines (Electronic) – POTS

Funding for these additional bill credits will come from any unused MOE funds in a month or the six prior months. $30,208 in bill credits per metric will be distributed under this section to all CLECs ordering UNEs based on the CLEC's lines in service if performance is less than 90% on the respective measures. These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. (*See* Appendix H.)

3. Additional Hot Cut Performance Measures

An additional $1.45 million for bill credits will be made available for service quality related to two Hot Cut Performance Measures: PR-9-01 "Missed Appointment - % on Time

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(. . . Continued)

threshold will apply to the month in which the Delaware PAP becomes effective and thereafter; Verizon DE is not obligated to provide bill credits for months or quarters prior to the month in which the Delaware PAP becomes effective (see Note 16). The 95% standard will apply for the purpose of assessing bill credits under the Delaware PAP commencing with the first calendar quarter of 2003. If the Delaware PAP does not become effective until on or after January 1, 2003, the "ramp-up" period will not apply.

[16] For the calendar quarter in which the Delaware PAP first becomes effective, bill credits under this Section II.E.1 will be calculated based upon the performance for the calendar month in which the Delaware PAP becomes effective and the remaining calendar months (if any) in the calendar quarter in which the Delaware PAP becomes effective. Any bill credits due for such calendar quarter will be pro-rated based on the duration of the measurement period (i.e., if the measurement is based on one month of performance data, the amount that would be due would be one-third of the full quarterly amount that would have been due had Verizon DE's measured performance for that month been Verizon DE's measured performance for a full calendar quarter).

[17] Lines in service will equal:UNE-P, UNE Loops, IOF, and EEL Loops.

17

Performance - Hot Cut" and PR-6-02 "Installation Quality - % Installation Troubles Reported Within 7 Days." Bill credits will be paid under this section if either of two events occurs:

(a)   If for any two consecutive months, Verizon DE fails to achieve either 90% on-time performance for Hot Cuts or has greater than a 3.00% rate for installation troubles within 7 days for hot cuts, Verizon DE will distribute $60,417 in bill credits to the affected CLECs. These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. If Verizon DE fails to meet either of these measures in the first month, but meets them in the second month, no bill credits will be due.

(b)   If for any one month, Verizon DE fails to achieve 85% on-time performance for Hot Cuts or scores greater than a 4.00% rate for installation troubles within 7 days for hot cuts, Verizon DE will distribute $120,833 in bill credits to the affected CLECs for that month. These credits will be distributed like the bill credits under Critical Measures, Aggregate Rule. (*See* Appendix H.)

4.   Electronic Data Interface Measures

In order to ensure that the Electronic Data Interface ("EDI") between Verizon DE Operational Support Systems ("OSS") and the CLEC systems is providing non-discriminatory service, $1.09 million in additional funds will be made available for the measures described below.

a.   % Missing Notifier Trouble Ticket PONs Cleared Within 3 Business Days

The new measure is defined as the percent of EDI missing notifier trouble ticket PONs cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Verizon Systems Support Help Desk of a trouble ticket for the EDI missing notifiers (*i.e.*, order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONs in questions enumerated with the appropriate identification. The ticket is considered cleared when Verizon DE has either

requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 P.M. and trouble ticket clearances sent after 5 P.M. will be considered effective on the following business day. Performance shall be reported for the week in which the trouble ticket was received. This measure has a standard of 90% and $60,556 in additional bill credits are available per month for CLECs if this is not satisfied. In addition, this measure is subject to the requirement that no more than 5% of the orders resubmitted by CLECs at Verizon DE's request are rejected as duplicates. Verizon DE must satisfy both standards to avoid the payment of bill credits. (*See* Appendix H.)

b. % SOP To Bill Completion Within 3 Business Days

This measure is defined as the percent of orders provisioning complete in Verizon DE's Service Order Processor ("SOP") that have BCN notices within 3 business days. The source of this information is the Ordering Metrics Management System. The start time is when physical completion of the order has been entered into SOP. The end time is when the BCN is time stamped in Request Manager. $30,278 in additional bill credits will be available for this measure. (*See* Appendix H.)

F. The Change Control Assurance Plan

A total of $600,000 will be placed at risk for the Change Control Process for those CLECs operating in Delaware. The credits will be made available using the same methodology used in New York. The Change Control process that is currently in place is common to systems in Delaware and New York. A copy of the currently effective CCAP is attached as Appendix I.

G.   Monthly Reports

In order to ensure that there is timely information regarding Verizon DE's performance, Verizon DE will report its performance on a monthly basis. Each month, a 9-page report will be made available to all CLECs providing service in Delaware.

A sample copy of the report appears in Appendix G. The first four pages will provide information regarding the MOE measures and will include:

1.   Verizon DE actual performance to its retail customers where such measures exist and to CLECs for each metric;

2.   The number of observations for Verizon DE and the CLECs for each measure (where applicable);

3.   The Verizon DE standard deviation (where applicable);

4.   The sampling error (where applicable);

5.   The appropriate statistical scores (where applicable)[18] or the difference between Verizon DE's and the CLECs' actual performance on the measure (where applicable);

6.   A performance score for each measure;

7.   The weight for each measure;

8.   The weighted performance score; and

9.   An aggregation of the performance scores, weighted performance scores, and aggregate bill credits, if any, due under each MOE.

The fifth page will list the Critical Measures and the bill credits, if any, that are due for these measures on an aggregate CLEC basis. The sixth page will include Special Provisions. The seventh page will include a summary of the CCAP measures and the bill credits due, if any. The eighth page will provide a summary of the total bill credits, if any, due the CLEC industry.

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[18]   A Permutations Test will be applied to small sample sizes to obtain a probability. The probability will be converted to a Z or t score, which in turn will be converted to a performance score as described in the Guidelines and Appendix D.

The ninth page will provide the amount, if any, due to the individual CLEC for the MOE and Critical Measures.[19] The monthly report will be provided within 29 days of the end of each month.

Verizon DE will continue to provide a separate report on all measures established in the "Delaware Carrier-to-Carrier Guidelines Performance Standards and Reports," allowing for additions, deletions and other modifications ordered by the Commission. In addition, to the extent allowed by law, Verizon DE will make available CLEC-specific C2C electronic reports enabling those receiving the reports to evaluate performance at greater levels of detail. The C2C reports will be made available to any CLEC requesting the reports.

H. Bill Credits Payment

As used in this paragraph and Footnote 1, the term "Agreement" means and includes an agreement under 47 U.S.C. §§ 251 and 252, any other agreement for interconnection, network elements, or services, and an amendment to any of the foregoing agreements. With regard to an Agreement that becomes effective on or after April 1, 2002, if the Delaware PAP and the Agreement both grant a carrier bill credits, payments, or other financial benefits, incentives, remedies or penalties, against Verizon DE as a direct result of the same Verizon DE acts, omissions, performance, or failure or deficiency in performance, Verizon DE shall receive a credit against the amount due to the carrier under the Delaware PAP as a result of Verizon DE's acts, omissions, performance, or failure or deficiency in performance, equal to the amount due to the carrier under the Agreement as a direct result of the same Verizon DE acts, omissions, performance, or failure or deficiency in performance.[20]

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[19] The computer model that will be used to calculate the MOE and Critical Measures bill credits will be posted on Verizon DE's Website after the Plan becomes effective.

[20] See Footnote 1, above.

21

Credit amounts will be applied to an appropriate CLEC bill within 30 days of the close of the second month after the month under review.

If the bill credits exceed the balance due Verizon DE on the CLEC's bill, the net balance will be carried as a credit on to the CLEC's next month's bill.

Verizon DE will issue checks in lieu of outstanding bill credits to CLECs that discontinue taking service from Verizon DE.

I.   Term Of Performance Assurance Plan

The Plan will become effective on August 1, 2002 (provided that, the monetary liability provisions of the Plan will become effective on the earlier of either November 1, 2002, or the first day of the month following the month in which Verizon Delaware Inc. receives approval, under 47 U.S.C. § 271, from the Federal Communications Commission [FCC"] to provide interLATA services from Delaware), and the Commission will reevaluate the appropriateness of the Plan when Verizon DE eliminates its Section 272 affiliate. Until such time as a replacement mechanism is developed or the Plan is rescinded, the Plan will remain in effect, as it may be modified from time to time by the Commission.

J.   Exceptions and Waiver Process

Recognizing that C2C service quality data may be influenced by factors beyond Verizon DE's control, Verizon DE may file Exception or Waiver petitions with the Commission seeking to have the monthly service quality results modified on three generic grounds. The first involves the potential for "clustering" of data, and the effect that such clustering has on the statistical models used in this Plan. The requirements of the clustering exception are set forth in Appendix D.

The second ground for filing an exception relates to CLEC behavior. If performance for any measure is impacted by unusual CLEC behavior, Verizon DE will bring such behavior to the

attention of the CLEC and attempt to resolve the problem. Examples of CLEC behavior which may influence performance results include:

1. poor order quality, such as missing codes, incorrect codes or misspelled directory listings;

2. actions that cause excessive missed appointments, such as wrong addresses, wrong due dates or offered intervals shorter than the standard interval;

3. actions resulting in excessive multiple dispatch and repeat reports, such as incorrect dispatch information or inadequate testing by a CLEC;

4. inappropriate coding on orders, such as where extended due dates are desired and are not coded as such;

5. delays in rescheduling appointments when Verizon DE has missed an appointment.

If such action negatively influences Verizon DE's performance on any metric, Verizon DE will be permitted to petition for relief. The petition, which will be filed with the Commission and served on the CLEC, will provide appropriate, detailed documentation of the events, and will demonstrate that the CLEC behavior has caused Verizon DE to miss the service quality target. Verizon DE's petition must include all data that demonstrates how the measure was missed. It should also include information that excludes the data affected by the CLEC behavior. CLECs and other interested parties will be given an opportunity to respond to any Verizon DE petition for an Exception. If the Commission determines that the service results were influenced by inappropriate CLEC behavior, the data will be excluded from the monthly reports.

The third ground for filing a waiver relates to situations beyond Verizon DE's control that negatively affect its ability to satisfy only those measures with absolute standards. The performance requirements dictated by absolute standards establish the quality of service under normal operating conditions, and do not necessarily establish the level of performance to be

achieved during periods of emergency, catastrophe, natural disaster, severe storms, work stoppage, or other events beyond Verizon DE's control.

Verizon DE may petition the Commission for a waiver of specific performance results for those metrics that have performance targets dictated by absolute standards, if Verizon DE's performance results do not meet the specific standard. This waiver process shall not be available for those metrics for which Verizon DE's wholesale performance is measured by comparison to retail performance (parity metrics).

Any petition pursuant to this provision must demonstrate clearly and convincingly the extraordinary nature of the circumstances involved, the impact that the circumstances had on Verizon DE's service quality, why Verizon DE's normal, reasonable preparations for difficult situations proved inadequate, and the specific days affected by the event. The petition must also include an analysis of the extent to which the parity metrics (retail and wholesale) were affected by the subject event, and must be filed within 45 days from the end of month in which the event occurred.

The Commission will determine which, if any, of the daily and monthly results should be adjusted in light of the extraordinary event cited, and will have full discretion to consider all available evidence submitted. Insufficient filings may be dismissed for failure to make a *prima facie* showing that relief is justified.

K. Annual Review, Updates And Audits

1. Annual Review And Updates

Each year the Commission and Verizon DE will review the Performance Assurance Plan to determine whether any modifications or additions should be made. During this review, the Commission and Verizon DE can determine, among other things, whether: (1) measures and weights should be modified, added or deleted; (2) modifications should be made to the distribution of dollars at risk among the four MOE and Critical Measures categories; (3) geographic deaveraging should be adopted for reporting metric results; (4) the clustering and CLEC behavior exceptions included in Appendix D should be modified; (5) small sample size procedures should be modified; and (6) the methodologies used to calculate the bill credits should be modified.[21] All aspects of the Plan, however, will be subject to review. The annual review process may be initiated no more than six months before the anniversary date of Verizon DE's entry into the long distance market pursuant to Section 271. Any modifications to the Plan will be implemented as soon as is reasonably practical after Commission approval of the modifications.

2. Changes to the New York Plan

Changes to the New York Plan adopted by the New York PSC will be submitted to the Commission by Verizon DE within 10 days of their filing with the New York PSC for consideration by the Commission for inclusion in the Delaware PAP. Verizon DE and all other interested persons shall have an opportunity to submit comments to the Commission on whether

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[21] In particular, during the first annual review, the methodology used to calculate amounts due to CLECs under the Individual Rule for bill credits under the Critical Measures category will be analyzed to determine whether the rule provides for an appropriate distribution of bill credits.

the changes to the New York Plan should be included in the Delaware PAP. Changes to the New York Plan will be included in the Delaware PAP only upon the Commission's approval.

3.   Other Changes to the Delaware PAP

In addition to changes to the Delaware PAP that may be proposed for consideration by the Commission pursuant to Sections II.K.1 and 2, Verizon DE and any other interested person may at any time submit proposed changes to the Delaware PAP to the Commission for its consideration. Verizon DE and all other interested persons shall have an opportunity to submit comments to the Commission on whether the proposed changes should be included in the Delaware PAP. Changes will be included in the Delaware PAP only upon the Commission's approval.

4.   Annual Audit

Each year the Commission will audit Verizon's data and reporting, with the first audit beginning 6 months after Verizon DE enters the Long Distance market in Delaware. The audits shall be performed, at the Commission's discretion, by either the Commission Staff or an independent auditor, selected by the Commission and paid for by Verizon. The first audit will include an examination of data reliability issues. Subsequent audits will include an examination of data reliability issues at the Commission's discretion. For at least the first six months after the Delaware PAP becomes effective, the Commission Staff will replicate Verizon DE's performance reports to assure that the data in the reports accurately reflects the service quality being provided to the CLECs. The Commission may elect to continue the replication for as long as it deems necessary.

ATTACHMENT I

VERIZON DELAWARE INC.

APPENDIX A

July 2, 2002

TABLE OF CONTENTS

APPENDIX A – MODE OF ENTRY

1.   Measures and Weights

Table A-1-1: Resale

Table A-1-2: Unbundled Network Elements

Table A-1-3: Interconnection Trunks

Table A-1-4: DSL

Note: **BOLD** indicates Critical Measure

Table A-1-1: Resale - Mode of Entry Weights

PO	Pre-Ordering	Weight
1-01	**Customer Service Record-EDI**	15
1-01	**Customer Service Record-CORBA**	5
1-01	**Customer Service Record-WEB GUI**	5
1-02	Due Date Availability-EDI	5
1-02	Due Data Availability-CORBA	2
1-02	Due Data Availability-WEB GUI	2
1-03	Address Validation-EDI	5
1-03	Address Validation-CORBA	2
1-03	Address Validation-WEB GUI	2
1-04	Product and Service Availability-EDI	5
1-04	Product and Service Availability-CORBA	2
1-04	Product and Service Availability-WEB GUI	2
1-05	Telephone Number Availability and Reservation-EDI	5
1-05	Telephone Number Availability and Reservation-CORBA	2
1-05	Telephone Number Availability and Reservation-WEB GUI	2
2-02	**OSS Interface Availability – Prime-EDI**	20
2-02	**OSS Interface Availability - Prime-CORBA**	10
2-02	**OSS Interface Availability - Prime-WEB GUI**	10
3-02	% Answered within 30 Seconds – Ordering	10
3-04	% Answered within 30 Seconds – Repair	10
OR	**Ordering**	
1-02	**% On Time LSRC – Flow Through - POTS**	20
1-04	**% OT LSRC /ASRC – No Facility Check (Elec.- No Flow Through) – POTS**	5
1-04	% OT LSRC /ASRC – No Facility Check (Elec.- No Flow Through) – Specials	5
1-06	**% On Time LSRC /ASRC – Facility Check (Electronic) – POTS**	5
1-06	% On Time LSRC /ASRC – Facility Check (Electronic) – Specials	5
2-02	**% On Time LSR Reject - Flow Through – POTS**	15
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-POTS**	5
2-04	% OT LSR/ASR Reject - No Facility Check (Elec.-No Flow Through)-Specials	5
2-06	**% On Time LSR/ASR Reject - Facility Check (Electronic) – POTS**	5
2-06	% On Time LSR/ASR Reject - Facility Check (Electronic) – Specials	5
4-09	**% SOP to Bill Completion Notice Sent Within 3 Business Days**	15
5-03	% Flow Through Achieved – POTS and Specials	20
PR	**Provisioning**	
3-08	% Completed w/in 5 Days (1-5 lines - No Dispatch) – POTS	10
3-09	% Completed w/n 5 Days (1-5 lines - Dispatch) – POTS	5
4-01	**% Missed Appointment - VZ- Total – Specials**	10
4-02	Average Delay Days - Total – POTS	10
4-02	Average Delay Days - Total – Specials	10
4-04	**% Missed Appointment - VZ - Dispatch – POTS**	10
4-05	**% Missed Appointment- VZ- No Dispatch - POTS**	20
5-01	% Missed Appointment - Facilities – POTS	10
5-01	% Missed Appointment - Facilities – Specials	10
5-02	% Orders Held for Facilities > 15 days – POTS	5
5-02	% Orders Held for Facilities > 15 days – Specials	5
6-01	% Installation Troubles within 30 days – POTS	15
6-01	% Installation Troubles within 30 days – Specials	15

MR	Maintenance & Repair	
1-01	Average Response Time - Create Trouble	5
1-03	Average Response Time - Modify Trouble	5
1-04	Average Response Time - Request Cancellation of Trouble	5
1-06	Average Response Time - Test Trouble (POTS only)	5
2-01	Network Trouble Report Rate – Specials	10
2-02	Network Trouble Report Rate – Loop (POTS)	10
3-01	% Missed Repair Appointments – Loop	20
3-02	% Missed Repair Appointments – Central Office	5
4-01	**Mean Time to Repair – Specials**	20
4-02	**Mean Time to Repair - Loop Trouble**	15
4-03	**Mean Time to Repair - CO Trouble**	5
4-08	**% Out of Service > 24 Hours – POTS**	20
4-08	% Out of Service > 24 Hours – Specials	10
5-01	**% Repeat Reports w/in 30 days – POTS**	15
5-01	**% Repeat Reports w/in 30 days - Specials**	15
BI	**Billing**	
1-02	% DUF in 4 Business Days	10
		541

Table A-1-2: Unbundled Network Elements - Mode of Entry Weights

PO	Pre-Ordering	Weight
1-01	**Customer Service Record-EDI**	15
1-01	**Customer Service Record-CORBA**	5
1-01	**Customer Service Record-WEB GUI**	5
1-02	Due Date Availability-EDI	5
1-02	Due Data Availability-CORBA	2
1-02	Due Data Availability-WEB GUI	2
1-03	Address Validation-EDI	5
1-03	Address Validation-CORBA	2
1-03	Address Validation-WEB GUI	2
1-04	Product and Service Availability-EDI	5
1-04	Product and Service Availability-CORBA	2
1-04	Product and Service Availability-WEB GUI	2
1-05	Telephone Number Availability and Reservation-EDI	5
1-05	Telephone Number Availability and Reservation-CORBA	2
1-05	Telephone Number Availability and Reservation-WEB GUI	2
2-02	**OSS Interface Availability – Prime-EDI**	20
2-02	**OSS Interface Availability -Prime-CORBA**	10
2-02	**OSS Interface Availability-Prime-WEB GUI**	10
3-02	% Answered within 30 Seconds – Ordering	10
3-04	% Answered within 30 Seconds – Repair	10
OR	**Ordering**	
1-02	**% On Time LSRC - Flow Through - POTS**	20
1-04	**% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through)-POTS**	5
1-04	% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through)-Specials	5
1-06	**% On Time LSRC/ASRC – Facility Check (Electronic) – POTS**	5
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – Specials	5
2-02	**% On Time LSR Reject - Flow Through - POTS**	15
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-POTS**	5
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-Specials	5
2-06	**% On Time LSR/ASR Reject – Facility Check (Electronic) – POTS**	5
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – Specials	5
4-09	**% SOP to Bill Completion Sent Within 3 Business Days**	15
5-03	% Flow Through – Achieved - POTS & Specials	20
PR	**Provisioning**	
3-08	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other	10
3-09	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other	5
4-01	**% Missed Appointment - VZ – Total – Specials**	10
4-01	% Missed Appointment - VZ – Total – EEL	10
4-01	% Missed Appointment - BA - Total – IOF	10
4-02	Average Delay Days - Total – POTS	10
4-02	Average Delay Days - Total – Specials	10
4-04	% Missed Appointment - VZ– Dispatch – Platform	10
4-04	**% Missed Appointment - VZ – Dispatch - New Loop**	10
4-05	**% Missed Appointment- VZ - No Dispatch – Platform**	20
5-01	% Missed Appointment - Facilities – POTS	10
5-01	% Missed Appointment - Facilities – Specials	10
5-02	% Orders Held for Facilities > 15 days – POTS	5
5-02	% Orders Held for Facilities > 15 days – Specials	5
6-01	% Installation Troubles within 30 days – POTS Other	15
6-01	% Installation Troubles within 30 days – Specials	15
6-02	**% Installation Troubles within 7 days – Hot Cut Loops**	15
9-01	**% On Time Performance - Hot Cut**	20

MR	**Maintenance & Repair**	
1-01	Average Response Time - Create Trouble	5
1-03	Average Response Time - Modify Trouble	5
1-04	Average Response Time - Request Cancellation of Trouble	5
1-06	Average Response Time - Test Trouble (POTS only)	5
2-01	Network Trouble Report Rate – Specials	10
2-02	Network Trouble Report Rate - Loop (POTS)	10
3-01	% Missed Repair Appointments – Loop	20
3-02	% Missed Repair Appointments - Central Office	5
4-01	**Mean Time to Repair – Specials**	20
4-02	**Mean Time to Repair - Loop Trouble**	15
4-03	**Mean Time to Repair - CO Trouble**	5
4-08	**% Out of Service > 24 Hours – POTS**	20
4-08	% Out of Service > 24 Hours – Specials	10
5-01	**% Repeat Reports w/in 30 days - POTS**	15
5-01	**% Repeat Reports w/in 30 days - Specials**	15
BI	**Billing**	
1-02	% DUF in 4 Business Days	10
		606

Table A-1-3: Interconnection - Mode of Entry Weights

OR-	Ordering	Weight
1-12	% On Time Firm Order Confirmations	15
1-13	% On Time Design Layout Record	10
2-12	% On Time Trunk ASR Reject	10
PR-	**Provisioning**	
4-01	**% Missed Appointment - VZ – Total**	20
4-02	Average Delay Days – Total	10
4-07	**% On Time Performance - LPN only**	20
5-01	% Missed Appointment – Facilities	10
5-02	% Orders Held for Facilities > 15 Days	10
6-01	% Installation Troubles w/in 30 Days	15
MR-	**Maintenance & Repair**	
4-01	**Mean Time to Repair – Total**	20
5-01	% Repeat Reports w/in 30 Days	10
NP-	**Network Performance**	
1-03	**# of Final Trunk Groups Blocked 2 Months**	20
1-04	**# of Final Trunk Groups Blocked 3 Months**	
		170

Table A-1-4: DSL - Mode of Entry Weights

PO	Pre-Ordering	Weight
1-06	**Facility Available/Loop Qualification-EDI**	5
1-06	**Facility Available/Loop Qualification-WEB GUI**	5
8-01	Average Response Time – Manual Loop Qualification	5
8-02	Average Response Time – Engineering Record Response	5
OR	**Ordering**	
1-04	% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through) - 2 Wire Digital	2
1-04	**% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through) - 2 Wire xDSL**	10
1-04	**% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through) – Line Share**	10
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – 2 Wire Digital	2
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – 2 Wire xDSL	5
1-06	% On Time LSRC/ASRC – Facility Check (Electronic) – Line Share	5
2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)- 2 Wire Digital	2
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)- 2 Wire xDSL**	10
2-04	**% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)- Line Share**	10
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – 2 Wire Digital	2
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – 2 Wire xDSL	5
2-06	% On Time LSR/ASR Reject – Facility Check (Electronic) – Line Share	5
PR	**Provisioning**	
3-03	**% Completed w/in 3 Days (1-5 lines-Total)-Line Share**	10
3-10	**% Completed w/in 6 Days (1-5 lines-Total)-2Wire xDSL**	10
4-02	Average Delay Days - Total – 2 Wire Digital	2
4-02	**Average Delay Days - Total – 2 Wire xDSL**	10
4-02	**Average Delay Days - Total – Line Share**	10
4-04	% Missed Appointment - VZ – Dispatch – 2 Wire Digital	2
4-04	**% Missed Appointment - VZ – Dispatch – 2 Wire xDSL**	20
4-04	% Missed Appointment - VZ – Dispatch - Line Share	5
4-05	**% Missed Appointment - VZ – No Dispatch - Line Share**	20
6-01	% Installation Troubles within 30 days - 2 Wire Digital	2
6-01	% Installation Troubles within 30 days – 2 Wire xDSL	10
6-01	% Installation Troubles within 30 days – Line Share	10
MR	**Maintenance & Repair**	
2-02	Network Trouble Report Rate –Loop - 2 Wire Digital	2
2-02	Network Trouble Report Rate - Loop – 2 Wire xDSL	5
2-02	Network Trouble Report Rate - Loop – Line Share	5
2-03	Network Trouble Report Rate - CO - 2 Wire Digital	2
2-03	Network Trouble Report Rate - CO – 2 Wire xDSL	5
2-03	Network Trouble Report Rate - CO – Line Share	5
3-01	% Missed Repair Appointments - 2 Wire Digital	2
3-01	**% Missed Repair Appointments – 2 Wire xDSL**	20
3-01	**% Missed Repair Appointments – Line Share**	20
3-02	% Missed Repair Appointments – Central Office - 2 Wire Digital	2
3-02	% Missed Repair Appointments – Central Office – 2 Wire xDSL	10
3-02	% Missed Repair Appointments – Central Office – Line Share	10
4-02	Mean Time to Repair - Loop Trouble - 2 Wire Digital	2
4-02	**Mean Time to Repair - Loop Trouble – 2 Wire xDSL**	20
4-02	**Mean Time to Repair - Loop Trouble – Line Share**	20
4-03	Mean Time to Repair - CO Trouble - 2 Wire Digital	2
4-03	Mean Time to Repair - CO Trouble – 2 Wire xDSL	10
4-03	Mean Time to Repair - CO Trouble – Line Share	10
5-01	% Repeat Reports w/in 30 days - 2 Wire Digital	2
5-01	**% Repeat Reports w/in 30 days – 2 Wire xDSL**	10
5-01	**% Repeat Reports w/in 30 days – Line Share**	10
		373

2.   **Mode of Entry: Dollars At Risk – $4,520,000**

	Resale	**UNE**	**DSL**	**Trunks**
Monthly	$50,222	$226,000	$50,222	$50,222
Annual	$602,667	$2,712,000	$602,667	$602,667

3.   **Minimum and Maximum Bill Credit Tables:**

> **Table A-3-1: Resale**
>
> **Table A-3-2: Unbundled Network Elements**
>
> **Table A-3-3: Interconnection Trunks**
>
> **Table A-3-4: DSL**

Table A-3-1: Resale

- Maximum of <u>$602,667</u> per year
- Maximum Credit Performance Score "X" = <u>-0.67000</u>
- Minimum threshold = <u>-0.16922</u>
- Mid-point between minimum and maximum = <u>-0.41961</u>

Score Range		Monthly Dollars:	
<	And ≥		
	-0.16922	$0	
-0.16922	-0.19558	$10,044	
-0.19558	-0.22193	$12,159	
-0.22193	-0.24829	$14,274	
-0.24829	-0.27465	$16,388	
-0.27465	-0.30100	$18,503	
-0.30100	-0.32736	$20,618	
-0.32736	-0.35372	$22,732	
-0.35372	-0.38007	$24,847	
-0.38007	-0.40643	$26,961	
-0.40643	-0.43279	$29,076	
-0.43279	-0.45915	$31,191	
-0.45915	-0.48550	$33,305	
-0.48550	-0.51186	$35,420	
-0.51186	-0.53822	$37,535	
-0.53822	-0.56457	$39,649	
-0.56457	-0.59093	$41,764	
-0.59093	-0.61729	$43,878	
-0.61729	-0.64364	$45,993	
-0.64364	-0.67000	$48,108	
-0.67000		$50,222	

Table A-3-2: Unbundled Network Elements

- Maximum of $2,712,000 per year
- Maximum Credit Performance Score "X" = -0.6700
- Minimum threshold = -0.17129
- Mid-point between minimum and maximum = -0.42065

Score Range		Monthly Dollars:	
<	And ≥		
	-0.17129	$0	
-0.17129	-0.19754	$45,200	
-0.19754	-0.22379	$54,716	
-0.22379	-0.25003	$64,232	
-0.25003	-0.27628	$73,747	
-0.27628	-0.30253	$83,263	
-0.30253	-0.32878	$92,779	
-0.32878	-0.35503	$102,295	
-0.35503	-0.38127	$111,811	
-0.38127	-0.40752	$121,326	
-0.40752	-0.43377	$130,842	
-0.43377	-0.46002	$140,358	
-0.46002	-0.48626	$149,874	
-0.48626	-0.51251	$159,389	
-0.51251	-0.53876	$168,905	
-0.53876	-0.56501	$178,421	
-0.56501	-0.59126	$187,937	
-0.59126	-0.61750	$197,453	
-0.61750	-0.64375	$206,968	
-0.64375	-0.67000	$216,484	
-0.67000		$226,000	

Table A-3-3: Interconnection Trunks

- Maximum of <u>$602,667</u> per year
- Maximum Credit Performance Score "X" = <u>-1.00000</u>
- Minimum threshold = <u>-0.31909</u>
- Mid-point between minimum and maximum = <u>-0.65955</u>

Score Range		Monthly Dollars:	
<	**And ≥**		
	-0.31909	$0	
-0.31909	-0.37147	$10,044	
-0.37147	-0.42385	$13,135	
-0.42385	-0.47622	$16,226	
-0.47622	-0.52860	$19,316	
-0.52860	-0.58098	$22,407	
-0.58098	-0.63336	$25,497	
-0.63336	-0.68573	$28,588	
-0.68573	-0.73811	$31,679	
-0.73811	-0.79049	$34,769	
-0.79049	-0.84287	$37,860	
-0.84287	-0.89524	$40,950	
-0.89524	-0.94762	$44,041	
-0.94762	-1.00000	$47,132	
-1.00000		$50,222	

Table A-3-4: DSL

- Maximum of <u>$602,667</u> per year
- Maximum Credit Performance Score "X" = <u>-0.67000</u>
- Minimum threshold = <u>-0.19075</u>
- Mid-point between minimum and maximum = <u>-0.43353</u>

Score Range		Monthly Dollars:	
<	And ≥		
	-0.19705	$0	
-0.19705	-0.22194	$10,044	
-0.22194	-0.24683	$12,159	
-0.24683	-0.27173	$14,274	
-0.27173	-0.29662	$16,388	
-0.29662	-0.32151	$18,503	
-0.32151	-0.34640	$20,618	
-0.34640	-0.37129	$22,732	
-0.37129	-0.39619	$24,847	
-0.39619	-0.42108	$26,961	
-0.42108	-0.44597	$29,076	
-0.44597	-0.47086	$31,191	
-0.47086	-0.49576	$33,305	
-0.49576	-0.52065	$35,420	
-0.52065	-0.54554	$37,535	
-0.54554	-0.57043	$39,649	
-0.57043	-0.59532	$41,764	
-0.59532	-0.62022	$43,878	
-0.62022	-0.64511	$45,993	
-0.64511	-0.67000	$48,108	
-0.67000		$50,222	

APPENDIX B

JULY 2, 2002

Table B 1: Critical Measures:

CR #	Metric	Verizon CRITICAL MEASURES	Resale $	UNE $	Trunks $	Collocation $	DSL $	Total $
		PRE-ORDERING						
1		**OSS Interface**	**10,041**	**22,314**			**7,172**	**39,527**
	PO-1-01	Customer Service Record – EDI	2,317	5,149				
	PO-1-01	Customer Service Record – CORBA	772	1,716				
	PO-1-01	Customer Service Record - WEB GUI	772	1,716				
	PO-1-06	Facility Availability (Loop Qualification) - EDI					3,586	
	PO-1-06	Facility Availability (Loop Qualification) - WEB GUI					3,586	
	PO-2-02	OSS Interface Availability - Prime - EDI	3,090	6,866				
	PO-2-02	OSS Interface Availability - Prime - CORBA	1,545	3,433				
	PO-2-02	OSS Interface Availability - Prime - WEB GUI	1,545	3,433				
		ORDERING						
2		**% On Time Ordering Notification**	**10,041**	**22,314**			**7,172**	**39,527**
	OR-1-02	% On Time LSRC - Flow Through - POTS - 2hrs	2,869	6,375				
	OR-1-04	% OT LSRC/ASRC – No Facility Check (Elec.-No Flow Through)-POTS	717	1,594				
	OR-1-04	% On Time LSRC/ASRC – No Facility Check (Elec.-No Flow Through) -2Wire xDSL					1,793	
	OR-1-04	% On Time LSRC/ASRC – No Facility Check (Elec.-No Flow Through) -DSL Line Share					1,793	
	OR-1-06	% OT LSRC/ASRC – Facility Check (Electronic) – POTS	717	1,594				
	OR-2-02	% On Time LSR Reject - Flow Through – POTS	2,152	4,782				
	OR-2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through)-POTS	717	1,594				
	OR-2-04	% OT LSR/ASR Reject – No Facility Check (Elec.-No Flow Through) -2Wire xDSL					1,793	
	OR-2-04	% OT LSR/ASR Reject-No Facility Check (Elec.-No Flow Through) -DSL Line Share					1,793	
	OR-2-06	% On Time LSR/ASR Reject – Facility Check (Elec.) - POTS	717	1,594				
	OR-4-09	% SOP to Bill Completion Sent w/in 3 Bus. Days	2,152	4,782				

CR		Verizon	Resale	UNE	Trunks	Collocation	DSL	Total
		PROVISIONING						
3		**% Completed**					**7,172**	**7,172**
	PR-3-03	% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share					3,586	
	PR-3-10	% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL					3,586	
4a	PR-4-01	**% Missed Appointment - VZ - Total - EEL**		**22,314**				**22,314**
4b		**% Missed Appointment**	**10,041**	**22,314**	**21,965**		**7,172**	**61,492**
	PR-4-01	% Missed Appointment - VZ - Total - Specials	2,510	11,157				
	PR-4-01	% Missed Appointment - VZ - Total - Trunks			21,965			
	PR-4-02	Average Delay Days – Total - 2Wire xDSL					1,195	
	PR-4-02	Average Delay Days – Total - DSL Line Share					1,195	
	PR-4-04	% Missed Appointment - VZ - Total - Dispatch – POTS	2,510					
	PR-4-04	% Missed Appt. - VZ – Total - Dispatch - New Loops		11,157				
	PR-4-04	% Missed Appointment- Dispatch - 2Wire xDSL					2,391	
	PR-4-05	% Missed Appt. - VZ - Total - No Dispatch - POTS	5,021					
	PR-4-05	% Missed Appt. - No Disp. - DSL Line Share					2,391	
5	PR-4-05	**% Missed Appt. - VZ - No Disp.- Platform**		**22,314**				**22,314**
6		**Hot Cut Performance**		**44,627**				**44,627**
	PR-9-01	% OT - Hot Cut (adj. for missed appts. due to late LSRC)						
	PR-6-02	% Troubles within 7 Days - Hot Cut						
7	PR-4-07	**% On Time Performance - UNE LNP**			**21,965**			**21,965**
		MAINTENANCE						
8		**Missed Repair Appts.**					**7,172**	**7,172**
	MR-3-01	% Missed Repair Appt. (Loop) - 2Wire xDSL					3,586	
	MR-3-01	% Missed Repair Appt. (Loop) - DSL Line Share					3,586	

CR		Verizon	Resale	UNE	Trunks	Collocation	DSL	Total
#	Metric	CRITICAL MEASURES	$	$	$	$	$	$
9		**Mean Time To Repair**	**10,041**	**22,314**	**21,965**		**7,172**	**61,492**
	MR-4-01	Mean Time To Repair – Specials	3,347	7,438				
	MR-4-01	Mean Time To Repair – Trunks			21,965			
	MR-4-02	Mean Time To Repair - Loop – 2Wire xDSL					3,586	
	MR-4-02	Mean Time To Repair - Loop – Line Share					3,586	
	MR-4-02	Mean Time To Repair - Loop Trouble	2,510	5,578				
	MR-4-03	Mean Time To Repair - Central Office	837	1,859				
	MR-4-08	% Out Of Service > 24 Hours - POTS	3,347	7,438				
10		**% Repeat Reports within 30 Days**	**10,041**	**22,314**			**7,172**	**39,527**
	MR-5-01	% Repeat Reports w/in 30 Days - POTS	5,021	11,157				
	MR-5-01	% Repeat Reports w/in 30 Days - Specials	5,021	185,185				
	MR-5-01	% Repeat Reports w/in 30 Days - Total - 2Wire xDSL					3,586	
	MR-5-01	% Repeat Reports w/in 30 Days - Tot. - DSL Line Share					3,586	
		NETWORK PERFORMANCE						
11		**Final Trunk Groups Blocked**			**21,965**			**21,965**
	NP-1-03	Blocked 2 months			7,322			
	NP-1-04	Blocked 3 months			14,643			
12		**Collocation**				**17,572**		**17,572**
	NP-2-01/2	% On Time Response to Request for Collocation				2,683		
	NP-2-05/6	% On Time - Collocation				13,414		
	NP-2-07/8	Average Delay Days				1,476		
		Total Dollars at Risk - Monthly	**50,206**	**200,823**	**87,860**	**17,572**	**50,206**	**406,667**
		Total Dollars at Risk - Annually	**602,469**	**2,409,877**	**1,054,321**	**210,864**	**602,469**	**4,880,000**

All bill credits in this section are at risk each month. Any bill credits assigned to a submetric that has no activity or is under development will be divided proportionately among the submetrics in the respective critical measures.

Table B-2: Collocation – Critical Measure #12 Allocation Weights

NP-	Network Performance	Weight
2-01	**% OT Response to Request for Physical Collocation-New**	**10**
2-01	**% OT Response to Request for Physical Collocation-Augment**	**10**
2-02	**% OT Response to Request for Virtual Collocation-New**	**10**
2-02	**% OT Response to Request for Virtual Collocation-Augment**	**10**
2-05	**% On Time – Physical Location-New**	**20**
2-05	**% On Time – Physical Location-Augment**	**20**
2-06	**% On Time – Virtual Location-New**	**20**
2-06	**% On Time – Virtual Location-Augment**	**20**
2-07	**Average Delay Days – Physical –New**	**20**
2-07	**Average Delay Days – Physical –Augment**	**20**
2-08	**Average Delay Days – Virtual-New**	**20**
2-08	**Average Delay Days – Virtual-Augment**	**20**
		200

APPENDIX C

JULY 2, 2002

Performance Scores for Measures with Absolute Standards:

Metric #'s	Measure	0	-1	-2
PO-1 and MR-1 [1]	OSS Response Time Measures Excluding WEB GUI	≤ 4 second difference	> 4 and ≤ 6 second difference	> 6 second difference
PO-1 [2]	OSS Response Time Measures for WEB GUI	≤ 7 second difference	> 7 and ≤ 9 second difference	> 9 second difference
PO-2-02	OSS System Availability – Prime	≥ 99.5%	≥ 98 and < 99.5%	< 98%
See Table [3]	Metrics with 95% standards	≥ 95%	≥ 90 and < 95%	< 90%
PO-3	% Answered within 30 Seconds – Ordering & Repair	≥ 80%	≥ 75 and < 80%	< 75%
PR-4-04	% Missed Appointment - VZ – Dispatch - 2 Wire xDSL	≥ 5%	> 5% and ≤10%	> 10%
PR-6-02	Installation Troubles within 7 Days – Hot Cuts	≥ 2%	> 2% and ≤3%	> 3%
NP-2-07 NP-2-08	Collocation – Average Delay Days - New	≤ 6 Days	> 6 and ≤ 15 Days	> 15 Days
NP-2-07	Collocation - Average Delay Days	≤ 3.5 Days	> 3.5 and ≤ 12.5 Days	> 12.5 Days
NP-2-08	- Augment			
NP-1-03 NP-1-04	# of Final Trunk Groups Blocked for 2 and 3 Months	Final Interconnection Trunks meeting or exceeding blocking standard for one month	Any individual Final Interconnection Trunk group exceeding blocking standard for 2 months in a row	Any individual Final Interconnection Trunk group exceeding blocking standard for 3 months in a row
PR-6-02	% Installation Troubles reported	≤ 2%	> 2 and ≤ 3%	> 3%

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[1]   Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06, MR-1-01, MR-1-03, MR-1-04 and MR-1-06 for EDI and CORBA interfaces

[2]   Includes PO-1-01, PO-1-02, PO-1-03, PO-1-04, PO-1-05, PO-1-06 for the WEB GUI interface

[3]   The list of Metrics with a 95% Standard appears on the following page.

	within 7 Days – Hot Cut loop			

Example: If Verizon-DE were to perform at 97.0% for PO-2-02- OSS System Availability – Prime, in a month, then the performance score would be –2 for that measure.

Table C-1-1: Performance Metrics with 95% Performance Standard:

PO	Pre-Ordering
8-01	Average Response Time – Manual Loop Qualification
8-02	Average Response Time – Engineering Record Response
OR	**Ordering**
1-02	% On Time LSRC - Flow Through - POTS – 2hrs
1-04	% OT LSRC/ASRC-No Facility Check (Elec.-No Flow Through) – POTS
1-04	% OT LSRC/ASRC-No Facility Check (Elec.-No Flow Through) – Specials
1-04	% OT LSRC/ASRC-No Facility Check (Elec.-No Flow Through) - 2 Wire Digital
1-04	% OT LSRC/ASRC-No Facility Check (Elec.-No Flow Through) - 2 Wire xDSL
1-04	% OT LSRC/ASRC-No Facility Check (Elec.-No Flow Through) - Line Share
1-06	% On Time LSRC/ASRC-Facility Check (Electronic) – POTS
1-06	% On Time LSRC/ASRC-Facility Check (Electronic) – Specials
1-06	% On Time LSRC/ASRC-Facility Check (Electronic) – 2 Wire Digital
1-06	% On Time LSRC/ASRC-Facility Check (Electronic) – 2 Wire xDSL
1-06	% On Time LSRC/ASRC-Facility Check (Electronic) – Line Share
1-12	% On Time Firm Order Confirmations
1-13	% On Time Design Layout Record
2-02	% On Time LSR Reject - Flow Through – POTS
2-04	% OT LSR/ASR Rej.-No Facility Check (Elec.-No Flow Through) – POTS
2-04	% OT LSR/ASR Rej.-No Facility Check (Elec.-No Flow Through) – Specials
2-04	% OT LSR/ASR Rej.-No Facility Check (Elec.-No Flow Through) - 2 Wire Digital
2-04	% OT LSR/ASR Rej.-No Facility Check (Elec.-No Flow Through) - 2 Wire xDSL
2-04	% OT LSR/ASR Rej.-No Facility Check (Elec.-No Flow Through) - Line Share
2-06	% On Time LSR/ASR Reject-Facility Check (Electronic) – POTS
2-06	% On Time LSR/ASR Reject-Facility Check (Electronic) – Specials
2-06	% On Time LSR/ASR Reject-Facility Check (Electronic) - 2 Wire Digital
2-06	% On Time LSR/ASR Reject-Facility Check (Electronic) - 2 Wire xDSL
2-06	% On Time LSR/ASR Reject-Facility Check (Electronic) - Line Share
2-12	% On Time Trunk ASR Reject
4-09	% SOP to Bill Completion Notice Sent Within 3 Business Days

5-03[1]	% Flow Through Achieved
PR	**Provisioning**
3-03	% Completed within 3 Days (1-5 lines) – Total - Line Share
3-10	% Completed within 6 Days (1-5 lines) – Total - 2 Wire xDSL
4-07	% On Time Performance - LNP only
6-02	% Installation Troubles Within 7 Days - Hot Cut
9-01	% On Time Performance - Hot Cut
BI	**Billing**
1-02	% DUF in 4 Business Days
NP	**Network Performance**
2-01	% OT Response to Request for Physical Collocation – New
2-01	% OT Response to Request for Physical Collocation – Augment
2-02	% OT Response to Request for Virtual Collocation – New
2-02	% OT Response to Request for Virtual Collocation – Augment
2-05	% On Time - Physical Location – New
2-05	% On Time - Physical Location – Augment
2-06	% On Time - Virtual Location – New
2-06	% On Time - Virtual Location – Augment

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[1] While the standard for OR-5-03 is 95%, for the purpose of assessing bill credits under the Delaware PAP, a "ramp-up" period will apply to OR-5-03, with a performance threshold for the assessment of bill credits that increases in equal quarterly increments as follows: 74% for the second calendar quarter of 2002; 81% for the third calendar quarter of 2002; 88% for the fourth calendar quarter of 2002; and, 95% for the first calendar quarter of 2003. During the "ramp-up" period, this performance threshold will be used to determine whether bill credits are due. This performance threshold will apply to the month in which the Delaware PAP becomes effective and thereafter; Verizon DE is not obligated to provide bill credits for months or quarters prior to the month in which the Delaware PAP becomes effective. The 95% standard will apply for the purpose of assessing bill credits under the Delaware PAP commencing with the month of January, 2003. If the Delaware PAP does not become effective until on or after January 1, 2003, the "ramp-up" period will not apply.

Table C-1-2: Allowable Misses for Small Sample Sizes for
Counted Variable Performance Measures with Absolute Standards on a CLEC Aggregate
Basis Only

A. Allowable Misses:

- If less than 20 items, find volume of items measured in Sample Size Column.
- If the number of misses falls under the Zero weight column, then the performance measure is given a weight of zero and not counted towards the total performance score.
- If the number of misses falls in the "0" column, a performance score of 0 is given the performance metric.
- If the number of misses falls into the "-1" column, the performance score for the metric I –1.
- If the number of misses falls into the –2 column, the performance score is –2.
- "NA" is not applicable

95% Standard:

Sample Size	Zero Weight	0	-1	-2
1	1	0	NA	NA
2	1	0	2	NA
3	1	0	2	3
4	1	0	2	3+
5	1	0	2	3+
6	1	0	2	3+
7	1	0	2	3+
8	1	0	2	3+
9	1	0	2	3+
10	1	0	2	3+
11	1	0	2	3+
12	1	0	2	3+
13	1	0	2	3+
14	1	0	2	3+
15	1	0	2	3+
16	1	0	2	3+
17	1	0	2	3+
18	1	0	2	3+
19	1	0	2	3+
20	NA	≤ 1	2	3+

B. CLEC Exception Process

Each month each CLEC will have the right to challenge the allowable misses or

exclusions that Verizon-DE may exercise pursuant to the small sample size table for

performance measures with absolute standards. If a CLEC exercises this right, it must file a petition with the Commission demonstrating that the exclusion will have a significant impact on the operations of the CLEC's business and that Verizon-DE should not be allowed to exclude the event pursuant to the above table. Verizon-DE will have a right to respond to any such challenge by the CLEC. The Timeline for CLEC Exceptions will be the same as the Timeline for Verizon-DE Exceptions under the small sample size section in Appendix D. If a CLEC's Exception Petition is granted, the appropriate bill credits will be reflected on the CLEC's bill as soon as is practical.

APPENDIX D

JULY 2, 2002

STATISTICAL ANALYSIS

A.   Statistical Methodologies:

The Performance Assurance Plan uses statistical methodologies as one means to determine if "parity" exists, or if the wholesale service performance for CLECs is equivalent to the performance for Verizon-DE. For performance measures where "parity" is the standard and sufficient sample size exists, Verizon-DE will use the "modified Z statistic" proposed by a number of CLECs who are members of the Local Competitors User Group ("LCUG"). A Z or t score of below -1.645 provides a 95% confidence level that the variables are different, or that they come from different processes. The specific formulas are as follows:

Counted Variables:	Measured Variables: [1]
$$Z = \frac{P_{INC} - P_{CLEC}}{\sqrt{P_{INC}\left(1 - P_{INC}\right)\left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$$	$$t = \frac{\overline{X}_{INC} - \overline{X}_{CLEC}}{\sqrt{S^2{}_{INC}\left(\frac{1}{n_{INC}} + \frac{1}{n_{CLEC}}\right)}}$$

Note: If the metric is one where a higher mean or higher percentage signifies better performance, the proportions (counted variables) or means (measured variables) in the numerator of the statistical formulas should be reversed.

Definitions:
   Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.
   Counted Variables are metrics of proportions, such as percent measures.

   $\overline{X}$ is defined as the average performance or mean of the sample.

   S is defined as the standard deviation.

   n is defined as the sample size.

   p is defined as the proportion, for percentages 90% translates to a 0.90 proportion.

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[1]   For metrics where higher numbers indicate better performance, this equation is reversed. These include: % Completed w/in 5 days – (1-5 lines – No Dispatch and % Completed w/in 5 days (1-5 lines – Dispatch)

B. **Sample Size Requirements:**

The standard Z or t statistic will be used for measures where "parity" is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size for both the Verizon and the CLEC is 30. For counted variables, both $n_{INC}p_{INC}(1-p_{INC})$ and $n_{CLEC}p_{CLEC}(1-p_{CLEC})$ must be greater than or equal to 5. When the sample size requirement is not met, Verizon-DE will do the following:

1. If the performance for the CLEC is better than Verizon-DE's performance, no statistical analysis is required.

2. If the performance is worse for the CLEC than Verizon-DE, Verizon-DE will use the t distribution or binomial (counted or measured) until such time as a permutation test can be run in an automated fashion. If the performance is worse for the CLEC than for the incumbent for a counted variable, the incumbent will utilize the hypergeometric distribution, where calculable in an automated fashion in a manner that is contained within, or directly linked to the performance reporting spreadsheets, to produce the same result as would be obtained from the permutation test. The incumbent will provide monthly updates regarding its progress in automating the permutation test for measured variables and for automating the permutation test for counted variables in those instances where the test in not calculable in a manner tied to the performance reporting spreadsheets.

3. If the t or binomial distribution show an "out of parity" result, Verizon will run the permutation test.

4. If the permutation test shows an "out of parity" condition, Verizon-DE will perform a root cause analysis to determine cause. If the cause is the result of

"clustering" within the data, Verizon-DE will provide documentation demonstrating that clustering caused the out of parity condition. The nature of the variables used in the performance measures is such that they do not meet the requirements 100% of the time for any statistical testing including the requirement that individual data points must be independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity due to this clustering. However, for all troubles, including Verizon-DE troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, Verizon-DE will identify such behavior and work with the respective CLEC on corrective action.

C.   Verizon Exceptions Process:

1.   A key frailty of using statistics to evaluate parity is that a key assumption about the data, necessary to use statistics, is faulty. As noted, one such assumption is that the data is independent. Events included in the performance measures of provisioning and maintenance of telecommunication services are not independent. The lack of independence is referred to as "clustering" of data. Clustering occurs when individual items (orders, troubles, *etc*.) are clustered together as one single event. This being the case, Verizon-DE will have the right to file

an exception to the performance scores in the Performance Assurance Plan if the following

events occur:

     a.   **Event Driven Clustering: Cable Failure:** If a significant proportion (more than 30%) of a CLEC's troubles are in a single cable failure, Verizon-DE may provide data demonstrating that all troubles within that failure, including Verizon-DE troubles were resolved in an equivalent manner. Verizon-DE also will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and Verizon-DE. The remaining troubles will be compared according to normal statistical methodologies.

     b.   **Location Driven Clustering: Facility Problems:** If a significant proportion (more than 30%) of a CLEC's missed installation orders and resulting delay days were due to an individual location with a significant facility problem, Verizon-DE will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, Verizon-DE will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

     c.   **Time Driven Clustering: Single Day Events:** If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, Verizon-DE will provide the data demonstrating that the activity is on that day. Verizon-DE will compare that single day's

performance for the CLEC to Verizon-DE's own performance. Then, Verizon will provide data with that day excluded from overall performance to demonstrate "parity."

d. **CLEC Actions:** If performance for any measure is impacted by unusual CLEC behavior, the incumbent Verizon will bring such behavior to the attention of the CLEC to attempt resolution. Examples of CLEC behavior impacting performance results include order quality, causing excessive missed appointments, incorrect dispatch identification, resulting in excessive multiple dispatch and repeat reports, inappropriate X coding on orders, where extended due dates are desired, and delays in rescheduling appointments, when Verizon has missed an appointment. If such action negatively impacts performance, Verizon will provide appropriate detail documentation of the events and communication to the individual CLEC and the Commission.

2. Documentation:

Verizon-DE will provide all details, ensuring protection of customer proprietary information, to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of Verizon-DE and CLEC performance. For cable failures, Verizon-DE will provide appropriate documentation detailing all other troubles associated with that cable failure.

3. **Timeline for Exceptions Process:**

The following is an example illustrating the timeline for the Exception Process.

Action	Date
January Performance Reports	February 29th
Verizon Files Exceptions on January Performance	March 15th
CLEC and other interested parties Files Reply to Verizon Exceptions	April 1st
Commission Issues Ruling on Exceptions	April 15th
February Performance Reports	March 29th
March Performance Reports	April 29th
Credits Processed for January Performance	By May 1st

APPENDIX E

JULY 2, 2002

Mode of Entry Bill Credit Mechanism

The following are the steps that will be undertaken to determine whether Bill Credits are due to any CLECs for the MOE categories.

1.   For each MOE measure with a "parity" standard: Calculate Z or t score or perform permutation test (for small samples).[1]

2.   Convert Z, t or permutation equivalent score to performance score pursuant to the following table:

Statistical Score	Performance Score
$\leq$ **-1.645**	-2
< -0.8225 and > -1.645	-1
> -0.8225	0[2]

3.   For each MOE measure with an absolute standard: Determine Performance Score using performance range for the applicable measure. For small sample sizes, the small sample size table for measures with absolute standards is used. (*See* Appendix C.)

4.   If the Aggregate Total Performance Score for a MOE is greater than the minimum value allowable for the applicable MOE (*See* Minimum and Maximum Bill Credit Tables in Appendix A), no bill credits are due to the CLECs that received the particular MOE services in that month. If the value is equal to or less than a minimum value, CLECs will be paid Bill

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[1]   When "no activity occurs" in a metric the performance measure and its weight will be excluded from performance score.

[2]   For report rate measures – regardless of z or t score – if absolute difference is less than 0.1%, the performance score is a 0.

Credits pursuant to the Bill Credit Tables in Appendix A, which will be adjusted to reflect the

monthly volumes or units being used by the CLECs.[3]

5.   The MOE Bill Credit Table reflects (1) the range of the aggregate performance

scores from the minimum to maximum, (2) the monthly dollars attributable to each score, (3) the

aggregate CLEC monthly volumes for the measure, and (4) the corresponding monthly rate that

will be paid to each CLEC if Verizon-DE's performance is at that particular level.   The

individual CLEC's Bill Credit will be determined by multiplying the CLEC's monthly units in

service by the applicable rate for the Aggregate MOE score.

6.   For example, assume the first two steps of the UNE Bill Credit Table were as

follows:

Score	Mon. $	Mon. Vol.	Mon. Rate
-0.30253	$92,779	10,000	$9.28
-0.32878	$102,295	10,000	$10.23

Using the above Credit Table, if the Aggregate MOE score was -0.3100 and a CLEC had 5,000

UNE lines (at the end of the month), it would entitled to a $46,400 Bill Credit ($9.28 X 5,000 =

$46,400).

8.   The Domain Clustering Rule

The Mode of Entry measures are classified into four key domains: Pre-Order, Ordering,

Provisioning and Maintenance. To ensure that competition is not negatively influenced by poor

performance on measures in any one of these domains, a Domain Clustering Rule has been

established under this Plan. The rule, which applies only to the UNE, Resale and DSL MOEs,

enables the entire mode of entry performance score to be modified if 75% or more of the total

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[3]   The measurement units for UNEs and Resale are lines in service. For Interconnection, it is
        minutes in use. For Collocation, it is collocation cages installed in the month.

weights for the measures in any of the domains is tripped. For the Pre-Order domain, this percentage is reduced to 66.7%. Under this rule, the lower of the overall MOE score or the Domain score will be used to determine whether any bill credits are due. The domain score will be calculated as follows: First, determine the % of weights tripped, *e.g.*, if a domain contained a number of metrics with a total weight of 80, and 65 of the 80 weights were tripped, the domain percentage would be 81.2%. Since this is greater than 75%, the domain clustering rule will apply. Next, determine the difference between the minimum and maximum performance scores for the MOE, in which the domain appeared. For example, the minimum score for the UNE MOE is -0.17129 and the maximum score for the UNE MOE is -0.67000, therefore, the difference is -0.49871. This figure would be multiplied by the 81.2%. This equals -0.40495. This number (-0.40495) would be added to the minimum score and would result in a domain clustering score of -0.57624. If the MOE score were -0.388, the performance score for the MOE would be replaced with the domain clustering score of -0.57624 based on the Domain Clustering Rule.

APPENDIX F

JULY 2, 2002

Critical Measures Performance Scoring

A.   The following steps would be taken to determine which CLECs would be entitled to Bill Credits pursuant to the Aggregate Rule, *i.e.,* when aggregate CLEC performance falls below standard for a critical measure.

    1.   Calculate the total dollars available for Bill Credits per critical measure per month.

        An increment table will be developed for each critical measure to determine the Bill Credits available for unsatisfactory performance, *i.e.*, at or less than performance scores of -1. The tables will range from 50% of the maximum monthly amount, for a performance difference of less than 1% to 100% of the amount for performance differences of 10% and greater.[1] A sample table appears below for z and t and performance scores where the maximum monthly amount for the measure is $22,314.

Table F-1-1
Allocation of Dollars for Critical Measures
Measures with Statistical Evaluation Standards

Statistical Score		Performance	Increment	Dollars
From	To	Score		
	> -0.8225	0	0%	$0
≤ -0.8225	> -0.9048	-1.0	50%	$11,157
≤ -0.9048	> -0.9870	-1.1	55%	$12,273
≤ -0.9870	> -1.0693	-1.2	60%	$13,388
≤ -1.0693	> -1.1515	-1.3	65%	$14,504
≤ -1.1515	> -1.2338	-1.4	70%	$15,620
≤ -1.2338	> -1.3160	-1.5	75%	$16,735
≤ -1.3160	> -1.3983	-1.6	80%	$17,851
≤ -1.3983	> -1.4805	-1.7	85%	$18,967
≤ -1.4805	> -1.5628	-1.8	90%	$20,082
≤ -1.5628	> -1.6450	-1.9	95%	$21,198
≤ - 1.645		-2.0	100%	$22,314

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[1]   For HOT Cut Performance, if either metric is below standard, the entire critical measure is treated as below standard.

Table F-1-2
Allocation of Dollars for Critical Measures
Measures with 95% Standards [2]

% Performance		Performance	Increment	Dollars
From	To	Score		
	≥ 95.0	0	0%	$0
< 95.0	≥ 94.5	-1.0	50%	$11,157
< 94.5	≥ 94.0	-1.1	55%	$12,273
< 94.0	≥ 93.5	-1.2	60%	$13,388
< 93.5	≥ 93.0	-1.3	65%	$14,504
< 93.0	≥ 92.5	-1.4	70%	$15,620
< 92.5	≥ 92.0	-1.5	75%	$16,735
< 92.0	≥ 91.5	-1.6	80%	$17,851
< 91.5	≥ 91.0	-1.7	85%	$18,967
< 91.0	≥ 90.5	-1.8	90%	$20,082
< 90.5	≥ 90.0	-1.9	95%	$21,198
< 90.0		-2.0	100%	$22,314

2. **The aggregate performance score would be used to determine the amount of Bill Credits available for CLECs who received unsatisfactory performance.**

   Pursuant to table F-1-1, $11,157 would be available if the aggregate z-score equaled -0.823 and the performance score equaled -1 [3]

3. **Determine which CLECs qualify for the market adjustment.**

   For measures where the statistical score is used, the cutoff point for qualification is Verizon-DE's score on the critical measure +/- one sampling error (based upon the Verizon-DE sampling error). Each CLEC's performance is compared to the cutoff point. Performance equal to or less than the cutoff qualifies for Bill Credits. For example, if Verizon-DE's performance score was .13 and the sampling error was .03, all CLECs with scores equal to or greater than .16 would qualify.

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[2]   For Performance Measures with other % standards, the range of performance will be similarly distributed in 10 even increments.

[3]   When calculating a market adjustment for metrics that use absolute standards (generally a 95% standard) all CLECs at the -1 level or less would qualify. The calculation of the dollars is similar to the z-score method.

4. **Calculate the individual market adjustments for qualified CLECs.**

    a. Determine each CLEC's allocated weight. Multiply the CLEC's score on the measure by the volume of its service to be credited.

    b. Determine each CLEC's weighted share. Aggregate the amounts from step "a" and divide each CLECs share by this total to determine each CLEC's weighted share.

    c. Determine each CLEC's dollar share. Multiply the CLEC's weighted share by the total amount available for market adjustment.

B. The following steps will be taken to determine whether any CLECs would be entitled to Bill Credits pursuant to the Individual Rule, i.e., for CLECs who receive a performance score ≤ -1 for two consecutive months:

1. Determine if any CLECs qualify for Bill Credit Adjustment. CLECs qualify for a Bill Credit if they received a final score equal to or less then -.8225 for z and t scores or equal to or less than -1 for absolute scores on any of the measures included in the critical measurements for the applicable month.

2. Determine each CLEC's Bill Credit Adjustment base. The CLEC's individual z or t or performance score is used as a starting point to determine the monthly amount available for bill credits to that CLEC.

3. Calculate Bill Credit Adjustment to apply to the CLECs impacted. The monthly dollars available to the CLEC are converted to a rate assuming that 1/3 of the market would receive a Z or t-score of -.8225 or less or a performance score of -1 or less. This rate is multiplied by the CLEC's volume (*e.g.,* lines in services) to determine the amount to be credit to the CLEC for that critical measure.

APPENDIX G

JULY 2, 2002

APPENDIX H

JULY 2, 2002

Special Provisions

UNE Ordering Performance Measures:

Verizon-DE will provide an additional $120,833 in monthly bill credits for UNE Order Confirmation Performance based on four POTS metrics included in the MOE category. If on-time performance falls below 90% for any month, a credit of $30,208 for each metric missing the standard will be distributed like the bill credits under Critical Measures. Funding for these credits will be taken from funds that are unused in 6 previous months or from the current month. No new funds are available. The metrics and standards are as follows:

Metric #	POTS Electronically Submitted	Threshold
OR-1-04	% On Time LSRC < 10 Lines	< 90%
OR-1-06	% On Time LSRC ≥ 10 Lines	< 90%
OR-2-04	% On Time Reject < 10 Lines	< 90%
OR-2-06	% On Time Reject ≥ 10 Lines	< 90%

Flow Through:

An additional $600,000 per year is available for flow through performance. Two performance measures for UNE from the Carrier to Carrier Performance Guidelines will be used to measure performance with the performance scores set forth below.

Metric #		Threshold
OR-5-01	% Flow Through – Total – UNE	≥ 80%[1]
OR-5-03	% Flow Through – Achieved – UNE	≥ 95%[2]

For each measure, the UNE scores will be combined and reviewed on a calendar quarterly basis. If the combined score meets either target, no additional credits are due. If the combined score meets neither metric target for that calendar quarter, then $150,000 will be credited to all CLECs

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[1]   While the standard for OR-5-01 is 80%, for the purpose of assessing bill credits under the Delaware PAP, a "ramp-up" period will apply to OR-5-01, with a performance threshold for the assessment of bill credits that increases in equal quarterly increments as follows: 53% for the second calendar quarter of 2002; 62% for the third calendar quarter of 2002; 71% for the fourth calendar quarter of 2002; and, 80% for the first calendar quarter of 2003. During the "ramp-up" period, this performance threshold will be used to determine whether bill credits are due. This performance threshold will apply to the month in which the Delaware PAP becomes effective and thereafter; Verizon DE is not obligated to provide bill credits for months or quarters prior to the month in which the Delaware PAP becomes effective (see Appendix H, Note 3). The 80% standard will apply for the purpose of assessing bill credits under the Delaware PAP commencing with the first calendar quarter of 2003. If the Delaware PAP does not become effective until on or after January 1, 2003, the "ramp-up" period will not apply.

[2]   While the standard for OR-5-03 is 95%, for the purpose of assessing bill credits under the Delaware PAP, a "ramp-up" period will apply to OR-5-03, with a performance threshold for the assessment of bill credits that increases in equal quarterly increments as follows: 74% for the second calendar quarter of 2002; 81% for the third calendar quarter of 2002; 88% for the fourth calendar quarter of 2002; and, 95% for the first calendar quarter of 2003. During the "ramp-up" period, this performance threshold will be used to determine whether bill credits are due. This performance threshold will apply to the month in which the Delaware PAP becomes effective and thereafter; Verizon DE is not obligated to provide bill credits for months or quarters prior to the month in which the Delaware PAP becomes effective (see Appendix H, Note 3). The 95% standard will apply for the purpose of assessing bill credits under the Delaware PAP commencing with the first calendar quarter of 2003. If the Delaware PAP does not become effective until on or after January 1, 2003, the "ramp-up" period will not apply.

purchasing UNEs based on the number of lines in service. Lines in service will equal: UNE-P, UNE

Loops, IOF, and EEL Loops.[3]

The following table demonstrates the calculation of calendar quarterly flow through

performance:[4]

Quarterly Flow Through Performance:

	Month 1	Month 2	Month 3	Quarter Total
Total Orders that Flow Through				
UNE	15000	18000	17000	50000
Total Orders Processed				
UNE	25000	21000	22000	68000
Total % Flow Through - UNE Combined for Quarter:				73.5%
Total Orders Designed to Flow Through that Flow Through				
UNE	15000	18000	17000	50000
Total Orders Designed to Flow Through:				
UNE	18000	19000	18000	55000
Total % Achieved Flow Through – UNE Combined for Quarter:				90.9%

In this example, neither metric met the performance threshold, therefore, $150,000 would have

been credited to all CLECs purchasing UNEs.

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[3] For the calendar quarter in which the Delaware PAP first becomes effective, bill credits under this section "Flow Through" will be calculated based upon the performance for the calendar month in which the Delaware PAP becomes effective and the remaining calendar months (if any) in the calendar quarter in which the Delaware PAP becomes effective. Any bill credits due for such calendar quarter will be pro-rated based on the duration of the measurement period (i.e., if the measurement is based on one month of performance data, the amount that would be due would be one-third of the full quarterly amount that would have been due had Verizon DE's measured performance for that month been Verizon DE's measured performance for a full calendar quarter).

[4] This table reflects the standards that will apply for the first calendar quarter of 2003 and thereafter.

Additional Hot Cut Loop Performance Measures:

An additional $1.45 Million per year is available for Hot Cut Loop performance. This measure will be composed of two performance metrics: PR-9-01 – "% On Time - Hot Cut Loop" and PR-6-02 – "% Installation Troubles within 7 Days – Hot Cut Loop."[5] If either one of these thresholds is missed, additional bill credits will be distributed to the CLECs.

This measure has two tiers of performance standards. Tier I will be applied to a two month scenario, and Tier II will be applied to a one month scenario. The Tier I threshold is measured based on two consecutive months of performance, while the Tier II threshold is measured based on an individual month's performance. The performance thresholds are contained in the table below:

Metric #		Tier I Threshold	Tier II
PR-9-01	% On Time Hot Cut Loop[6]	< 90%	< 85%
PR-6-02	% Installation Troubles within 7 Days – Hot Cut Loop	≥ 3.00%	≥ 4.00%

Under Tier I, if Verizon-DE does not satisfy the above standards for two consecutive months, it will distribute $60,417 to the affected CLECs. Under Tier II, if Verizon-DE does not satisfy the above standards for a single month, it will distribute $120,833 to the affected CLECs. Below is an example of how this measure would work.

Example:

Metric #		Performance For Month 1	Performance for Month 2	Performance for Month 3	Performance for Month 4
PR-9-01	% On Time Hot Cut Loop	84%	91%	91%	91%

---

[5]   These two measures are also included in the Critical Measurements method, and additional bill credits may be due if Verizon-DE does not satisfy that Critical Measure.

[6]   % On Time – Hot Cut Loop performance will be adjusted such that any missed appointment for customer reasons – due to late FOC will be counted as a miss.

PR-6-02	% Installation Troubles within 7 Days – Hot Cut Loop	2%	3.5%	2%	3.5%
	Credit for the Month	$120,833	$60,417	$0	$0

In month 1, Verizon-DE did not satisfy the more stringent requirements of Tier II and $120,833 in bill credits would be due.

In month 2, Verizon-DE satisfied the performance standard under Tier II, but not the less severe standard under Tier I. Bill credits would be due, however, because Verizon-DE failed to meet the Tier I standard two months in a row. (Month 1 counts against Verizon-DE.)
In month 3 both the Tier I and II standards were met, Verizon-DE would owe nothing.
In month 4, the Tier I performance standard was not met, but no bill credits would be due since Tier I requires Verizon-DE to fail these performance standards two months in a row. Verizon-DE service in month 3 was satisfactory. Month 5 would determine whether bill credits would be due under either Tier I or Tier II.

ELECTRONIC DATA INTERFACE MEASURES

This Special Provision includes three measures to ensure that the Electronic Data Interface between Verizon-DE's operational support systems and the CLEC systems operate in a non-discriminatory fashion. An additional $1.09 million per annum in bill credits is available for these three measures.

A.   % Missing Notifier Trouble Ticket PONS cleared within 3 Business Days

Verizon-DE will provide an additional $60,556 in bill credits each month for a new measure "% Missing Notifier Trouble Ticket PONS Cleared Within 3 Business Days." If performance falls below 90% for any month on this measure, **or** more than 5% of the orders resubmitted by CLECs related to trouble tickets at Verizon-DE's request are rejected as duplicates, a credit of $60,556 will be

allocated to all CLECs using the EDI interface based on the number of lines in service. Lines in

service will equal: UNE-P, UNE Loops, IOF, EEL Loops and Resold Lines. Copies of the measures

not contained in the Carrier to Carrier Guidelines (12/00 version) are attached. The measures and

standards are as follows:

Measure #		Threshold
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days	< 90%
OR-3-02	% Resubmission Rejection	> 5%

B. **% SOP To Bill Completion Notice Sent Within 3 Business Days**

Verizon-DE will provide an additional $30,278 in bill credits each month for a new measure

"% SOP to Bill Completion Notice Sent Within 3 Business Days." A copy of the measure is attached.

If performance falls below 90% for any month, the bill credits will be allocated to all CLECs using the

EDI interface based on the number of lines in service as defined above. The metric and standard is are

follows:

Measure #		Threshold
OR-4-09	% SOP to Bill Completion Within 3 Business Days	< 90%

Function:
PO-9 Timeliness of Trouble Ticket Resolution

Definition:
The percent of EDI missing notifier trouble ticket PONS cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Verizon Systems Support Help Desk of a trouble ticket for EDI missing notifiers (i.e., order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONS in questions enumerated with the appropriate identification. The ticket is considered cleared when Verizon has either requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 PM and trouble ticket clearances sent after 5PM will be considered effective on the following business day. Performance will be based on the time that the trouble ticket is received.

Exclusions:
• The PONs shall be considered to be timely cleared if Verizon provides the status notifier after 3 business days at the request of the CLEC or because of CLEC system capacity or availability may cause VZ to miss the 3 day target.
• Out of sequence notifiers. This type of ticket indicates that the CLEC has received one or more notifiers for a PON but not in the sequence expected.

Performance Standard:
90% threshold for Special Provisions

Report Dimensions:	
Company: • CLEC aggregate	Geography: • State

Products	• EDI Notifier Trouble Tickets

Sub-Metrics	
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days

Calculation	Numerator	Denominator
	Number of EDI missing notifier trouble ticket PONS in denominator cleared within 3 business days after receipt.	Total number of EDI missing notifier trouble ticket PONS submitted.

Function:	
OR-4 Timeliness of Completion Notification	

Definition:	
Resale & UNE combined:	
Completion Notification Response Time:	
The elapsed time between the actual order completion in the Service Order System (SOP) and the distribution of the billing completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.	

Exclusions:
• VZ Test Orders
• When the order completion time in the billing system cannot be determined, the order is excluded from the measurements, and the percentage of orders so excluded is reported each month.
• From OR-4-09; Complex Resale Orders

Performance Standard:
OR-4-09: 90% threshold for Special Provision.

Report Dimensions OR-4 Completion Notification	
Company: • CLEC Aggregate • CLEC Specific	Geography: • State

Sub-Metrics		
OR-4-09	**% SOP to Bill Completion Within 3 Business Days**	
Products	• EDI Orders	
Calculation	Numerator	Denominator
	Total number orders in denominator for which billing completion notices (BCN) are time-stamped in Request Manager within 3 business days of SOP completion.	Number of SOP Completed Orders during the report period.

Metrics OR-3-02, OR-5-03 and PR-6-02 as set out in this Appendix will apply until these metrics are included in the "Delaware Carrier-to-Carrier Guidelines Performance Standards and Reports" ("Guidelines"). At such time one of these metrics is included the Guidelines, the metric as set out in the Guidelines will apply.

Function:	
OR-3 Percent Rejects	
Definition:	
This metric measures the percent of orders received (including supplements and re-submissions) by Verizon that are rejected or queried. Orders are rejected due to omission or error of required order information. Orders that are queried are considered rejected. The percent reject measure is reported against all submitted order transactions processed in the Ordering Interface (DCAS or Request Manager), not just those with associated CRIS completions. **Note:** Edit Rejects (orders failing basic front-end edits) are not placed in the PON Master File.	
Exclusions:	
• VZ Test Orders	
Performance Standard:	
OR-3-02: 95%	
Report Dimensions	

Company: • CLEC Aggregate • CLEC Specific	Geography: • State

Sub-Metrics		
OR-3-02	**% Resubmission Rejection**	
Calculation	**Numerator**	**Denominator**
	Total PONs resubmitted at Verizon's request that are not rejected by Verizon's systems as duplicative of PONs already in Verizon's systems.	Total PONs resubmitted at Verizon's request

Function:
OR-5 Percent Flow-Through

Definition:
This metric measures the percent of valid orders received through the electronic ordering interface (DCAS or Request Manager) that processed directly to the legacy Service Order Processor system (SOP) without manual intervention. These Service Orders require no action by a VZ service representative to input an order into SOP. This is also known as Ordering flow-through.

% Flow-through Achieved: Percent of valid orders received through the electronic ordering interface (DCAS or Request Manager) that are designed to flow-through and actually flow-through, but excluding those orders that do not flow-through due to CLEC errors or a pending order status.

Appendix G contains a summary of order types that flow-through for VZ and CLECs. Orders designed to flow-through may also fall-out for both VZ and CLECs. Non-flow-throughs include orders where there are other pending orders on the same line and those that require manual intervention to ensure that the correct action is taken.

Note: Rejected Orders (orders failing basic front-end edits) are not placed in the PON Master File.

Exclusions:

- VZ Test Orders

From Achieved Flow-through:

- Orders not eligible to flow-through

    Note: Order types that are designed to flow-through are specified in the scenarios documented in Appendix G.

- Orders with CLEC input errors in violation of published business rules

Performance Standard:
95% for % flow-through achieved

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• State

Sub-Metrics

OR-5-03	**% Flow-through Achieved**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of orders that flow-through for specified product.	Number of flow-through eligible orders.

Function:

PR-6 Installation Quality

Definition:

This metric measures the percent of lines/circuits/trunks installed where a reported trouble was found in the network within 30 days of order completion.

Note: For POTS services, the percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days. This includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office). Disposition Code 05 includes translation troubles closed via STARMEM automatically by CLEC. Source: NORD

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- 2 wire xDSL troubles reported by CLECs that do not participate in cooperative testing.

Formula:

Installation Troubles (within seven (7) or 30 days) with Disposition Codes 03, 04 and 05 divided by Lines completed multiplied by 100

Performance Standard:

Parity with VZ Retail For Found Troubles
For Hot Cut Loops - % Installation Troubles Reported within seven (7) Days: 2%

Report Dimensions

Company:	Geography:
• VZ Retail	• State
• CLEC Aggregate	
• CLEC Specific	

Sub-Metrics	
PR-6-02	**% Installation Troubles reported within seven (7) Days**
Description	The percent of lines/circuits/trunks installed where a reported trouble was found in the network within seven (7) days of order completion. Includes Disposition Codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).
Products	UNE: • POTS – Loop Hot Cut

Calculation	Numerator	Denominator
	Number of Central Office and outside plant loop (Disposition Codes 03, 04 and 05) troubles with installation activity within seven (7) days of trouble report.	Total Lines installed in calendar month.

APPENDIX I

JULY 2, 2002

ATTACHMENT J

Verizon DE   271 Backslide Report

Month

ID	Pre-Ordering	VZ	CLEC	U N E			Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-01-6020	**Customer Service Record - EDI**									
PO-1-01-	**Customer Service Record - CORBA**									
PO-1-01-	**Customer Service Record - WEB GUI**									
PO-1-02-6020	Due Date Availability - EDI									
PO-1-02-	Due Date Availability - CORBA									
PO-1-02-	Due Date Availability - WEB GUI									
PO-1-03-6020	Address Validation -EDI									
PO-1-03-	Address Validation - CORBA									
PO-1-03-	Address Validation - WEB GUI									
PO-1-04-6020	Product and Service Availability - EDI									
PO-1-04-	Product and Service Availability - CORBA									
PO-1-04-	Product and Service Availability - WEB GUI									
PO-1-05-6020	Telephone Number Availability and Reservation - EDI									
PO-1-05	TN Availability and Reservation - CORBA									
PO-1-05	TN Availability and Reservation - WEB GUI									
PO-2-02-6020	**OSS Interface Availability - Prime - EDI**									
PO-2-02-	**OSS Interface Availability - Prime - CORBA**									
PO-2-02-	**OSS Interface Availability - Prime - WEB GUI**									
PO-3-02-3000	% Answered within 30 Seconds - Ordering									
PO-3-04-3000	% Answered within 30 Seconds - Repair									

OR	**Ordering**		Observations							
OR-1-02-3320	**% On Time LSRC - Flow Through - POTS - 2hrs**									
OR-1-04-3100	**% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-POTS**									
OR-1-04-3200	% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-Specials									
OR-1-06-3320	**% On Time LSRC/ASRC - Facilities check (Electronic) - POTS**									
OR-1-06-3200	% On Time LSRC/ASRC - Facilities check (Electronic) - Specials									
OR-2-02-3320	**% On Time LSR Reject - Flow Through - POTS**									
OR-2-04-3320	**% OT LSR/ASR Rej.-No facilities check(Elec.-No Flow Through)-POTS**									
OR-2-04-3200	% OT LSR/ASR Rej.-No facilities check (Elec.-No Flow Through)-Specials									
OR-2-06-3320	**% On Time LSR/ASR Reject-Facilities check (Electronic) - POTS**									
OR-2-06-3200	% On Time LSR/ASR Reject-Facilities check(Electronic) - Specials									
OR-4-09-3000	**% SOP to Bill Completion Sent w/in 3 Business Days**									
OR-5-03-3112	% Flow Through - Achieved - POTS & Specials									

PR	**Provisioning**	VZ	CLEC	VZ	CLEC	VZ Standard Deviation	Sampling Error	Stat. Score		
PR-3-08-3142	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other									
PR-3-09-3142	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other									
PR-4-01-3200	**% Missed Appointment - VZ - Total - Specials**									
PR-4-01-3510	**% Missed Appointment - VZ - Total - EEL**									
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF									
PR-4-02-3100	Average Delay Days - Total - POTS									
PR-4-02-3200	Average Delay Days - Total - Specials									
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform									
PR-4-04-3113	**% Missed Appointment - VZ - Dispatch - New Loop**									
PR-4-05-3140	**% Missed Appointment- VZ - No Dispatch - Platform**									
PR-5-01-3100	% Missed Appointment - Facilities - POTS									
PR-5-01-3200	% Missed Appointment - Facilities - Specials									
PR-5-02-3100	% Orders Held for Facilities > 15 days - POTS									
PR-5-02-3200	% Orders Held for Facilities > 15 days - Specials									
PR-6-01-3121	% Installation Troubles within 30 days - POTS Other									
PR-6-01-3200	% Installation Troubles within 30 days - Specials									
PR-6-02-3520	**% Installation Troubles within 7 days - Hot Cut**									
PR-9-01-3520	**% On Time Performance - Hot Cut**									

MR	**Maintenance & Repair**						Diff.			
MR-1-01-2000	Average Response Time - Create Trouble									
MR-1-03-2000	Average Response Time - Modify Trouble									
MR-1-04-2000	Average Response Time - Request Cancellation of Trouble									
MR-1-06-2000	Average Response Time - Test Touble (POTS only)									
							Stat. Score			
MR-2-01-3200	Network Trouble Report Rate - Specials									
MR-2-02-3112	Network Trouble Report Rate - Loop (POTS)									
MR-3-01-3112	% Missed Repair Appointments - Loop									
MR-3-02-3100	% Missed Repair Appointments - Central Office									
MR-4-01-3200	**Mean Time to Repair - Specials**									
MR-4-02-3112	**Mean Time to Repair - Loop Trouble**									
MR-4-03-3100	**Mean Time to Repair - CO Trouble**									
MR-4-08-3100	**% Out of Service > 24 Hours - POTS**									
MR-4-08-3200	% Out of Service > 24 Hours - Specials									
MR-5-01-3100	**% Repeat Reports w/in 30 days - POTS**									
MR-5-01-3200	**% Repeat Reports w/in 30 days - Specials**									

BI	**Billing**									
BI-1-02-2030	% DUF in 4 Business Days		89.00							
	"NA" - no activity "UD" - under development							Totals		

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Verizon DE   271 Backslide Report

Month

	Pre-Ordering	VZ	CLEC	RESALE			Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-01-6020	**Customer Service Record - EDI**									
PO-1-01-	**Customer Service Record - CORBA**									
PO-1-01-	**Customer Service Record - WEB GUI**									
PO-1-02-6020	Due Date Availability - EDI									
PO-1-02-	Due Date Availability - CORBA									
PO-1-02-	Due Date Availability - WEB GUI									
PO-1-03-6020	Address Validation -EDI									
PO-1-03-	Address Validation - CORBA									
PO-1-03-	Address Validation - WEB GUI									
PO-1-04-6020	Product and Service Availability - EDI									
PO-1-04-	Product and Service Availability - CORBA									
PO-1-04-	Product and Service Availability - WEB GUI									
PO-1-05-6020	Telephone Number Availability and Reservation - EDI									
PO-1-05	TN Availability and Reservation - CORBA									
PO-1-05	TN Availability and Reservation - WEB GUI									
PO-2-02-6020	**OSS Interface Availability - Prime - EDI**									
PO-2-02-	**OSS Interface Availability - Prime - CORBA**									
PO-2-02-	**OSS Interface Availability - Prime - WEB GUI**									
PO-3-02-2000	% Answered within 30 Seconds - Ordering									
PO-3-04-2000	% Answered within 30 Seconds - Repair									
OR	**Ordering**			Observations						
OR-1-02-2320	**% On Time LSRC - Flow Through - POTS - 2hrs**									
OR-1-04-2100	**% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-POTS**									
OR-1-04-2200	% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-Specials									
OR-1-06-2320	**% On Time LSRC/ASRC - Facilities check (Electronic) - POTS**									
OR-1-06-2200	% On Time LSRC/ASRC - Facilities check (Electronic) - Specials									
OR-2-02-2320	**% On Time LSR Reject - Flow Through - POTS**									
OR-2-04-2320	**% OT LSR/ASR Rej.-No facilities check(Elec.-No Flow Through)-POTS**									
OR-2-04-2200	% OT LSR/ASR Rej.-No facilities check (Elec.-No Flow Through)-Specials									
OR-2-06-2320	**% On Time LSR/ASR Reject-Facilities check (Electronic) - POTS**									
OR-2-06-2200	% On Time LSR/ASR Reject-Facilities check(Electronic) - Specials									
OR-4-09-2000	**% SOP to Bill Completion Sent w/in 3 Business Days**					VZ				
OR-5-03-2000	% Flow Through - Achieved - POTS & Specials					Standard Deviation	Sampling Error	Stat. Score		
PR	**Provisioning**	VZ	CLEC	VZ	CLEC					
PR-3-08-2100	% Completed w/in 5 Days (1-5 lines - No Dispatch) - POTS									
PR-3-09-2100	% Completed w/n 5 Days (1-5 lines - Dispatch) - POTS									
PR-4-01-2200	**% Missed Appointment - VZ - Total - Specials**									
PR-4-02-2100	Average Delay Days - Total - POTS									
PR-4-02-2200	Average Delay Days - Total - Specials									
PR-4-04-2100	**% Missed Appointment - VZ - Dispatch - POTS**									
PR-4-05-2100	**% Missed Appointment- VZ - No Dispatch - POTS**									
PR-5-01-2100	% Missed Appointment - Facilities - POTS									
PR-5-01-2200	% Missed Appointment - Facilities - Specials									
PR-5-02-2100	% Orders Held for Facilities > 15 days - POTS									
PR-5-02-2200	% Orders Held for Facilities > 15 days - Specials									
PR-6-01-2100	% Installation Troubles within 30 days - POTS									
PR-6-01-2200	% Installation Troubles within 30 days - Specials									
MR	**Maintenance & Repair**						Diff.			
MR-1-01-2000	Average Response Time - Create Trouble									
MR-1-03-2000	Average Response Time - Modify Trouble									
MR-1-04-2000	Average Response Time - Request Cancellation of Trouble									
MR-1-06-2000	Average Response Time - Test Touble (POTS only)									
							Stat. Score			
MR-2-01-2200	Network Trouble Report Rate - Specials									
MR-2-02-2100	Network Trouble Report Rate - Loop (POTS)									
MR-3-01-2100	% Missed Repair Appointments - Loop									
MR-3-02-2100	% Missed Repair Appointments - Central Office									
MR-4-01-2200	**Mean Time to Repair - Specials**									
MR-4-02-2100	**Mean Time to Repair - Loop Trouble**									
MR-4-03-2100	**Mean Time to Repair - CO Trouble**									
MR-4-08-2100	**% Out of Service > 24 Hours - POTS**									
MR-4-08-2200	% Out of Service > 24 Hours - Specials									
MR-5-01-2100	**% Repeat Reports w/in 30 days - POTS**									
MR-5-01-2200	**% Repeat Reports w/in 30 days - Specials**									
BI	**Billing**									
BI-1-02-2030	% DUF in 4 Business Days		89.00							
	"NA" - no activity "UD" - under development						Totals			

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Verizon Delaware

Verizon DE   271 Backslide Report

DSL

Month

	Pre-Ordering	VZ	CLEC				Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-06-	**Facility Available/Loop Qualification - EDI**									
PO-1-06-	**Facility Available/Loop Qualification - WEBGUI**									
PO-8-01-	Avg. Response Time - Manual Loop Qualification									
PO-8-02-	Avg. Response Time - Engineering Record Request			Observations						
OR	**Ordering**			CLEC						
OR-1-04-	% On Time LSRC/ASRC -no facilities check (E) -2Wire Digital									
OR-1-04-	**% On Time LSRC/ASRC -no facilities check (E) -2Wire xDSL**									
OR-1-04-	**% On Time LSRC/ASRC -no facilities check (E) -Line Share**									
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -2Wire Digital									
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -2Wire xDSL									
OR-1-06-	% On Time LSRC/ASRC - facilities check (E) -Line Share									
OR-2-04-	% On Time LSR/ASR Reject - no facilities check (E) -2Wire Digital									
OR-2-04-	**% OT LSR/ASR Reject - no facilities check (E) -2Wire xDSL**									
OR-2-04-	**% OT LSR/ASR Reject - no facilities check (E) - Line Share**									
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) -2Wire Digital									
OR-2-06-	% On Time LSR/ASR Reject - facilities check (E) -2Wire xDSL									
OR-2-06-	% On Time LSR/ASR Reject - faciliteis check (E) - Line Share				VZ Standard Deviation	Sampling Error	Stat. Score			
PR	**Provisioning**									
PR-3-03-	**% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share**									
PR-3-03-	**% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share**									
PR-3-10-	**% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL**									
PR-4-02-	Average Delay Days - Total - 2Wire Digital									
PR-4-02-	**Average Delay Days - Total - 2Wire xDSL**									
PR-4-02-	**Average Delay Days - Total - Line Share**									
PR-4-04-	% Missed Appointment - Dispatch - 2Wire Digital									
PR-4-04-	**% Missed Appointment- Dispatch - 2 Wire xDSL**									
PR-4-04-	% Missed Appointment - Dispatch - DSL Line Share									
PR-4-05-	**% Missed Appt. - No Disp. - Line Share**									
PR-6-01-	% Installation Troubles w/in 30 Days - 2Wire Digital									
PR-6-01-	% Installation Troubles w/in 30 Days - 2Wire xDSL									
PR-6-01-	% Installation Troubles w/in 30 Days - Line Share									
MR	**Maintenance & Repair**									
MR-2-02-	Network Trouble Report Rate - Loop - 2Wire Digital									
MR-2-02-	Network Trouble Report Rate - Loop - 2Wire xDSL									
MR-2-02-	Network Trouble Report Rate - Loop - Line Share									
MR-2-03-	Network Trouble Report Rate - CO - 2Wire Digital									
MR-2-03-	Network Trouble Report Rate - CO - 2Wire xDSL									
MR-2-03-	Network Trouble Report Rate - CO - Line Share									
MR-3-01-	% Missed Repair Appt. - Loop - 2Wire Digital									
MR-3-01-	**% Missed Repair Appt. - Loop - 2Wire xDSL**									
MR-3-01-	**% Missed Repair Appt. - Loop - Line Share**									
MR-3-02-	% Missed Repair Appt. - CO - 2Wire Digital									
MR-3-02-	% Missed Repair Appt. - CO - 2Wire xDSL									
MR-3-02-	% Missed Repair Appt. - CO - Line Share									
MR-4-02-	Mean Time To Repair - Loop - 2Wire Digital									
MR-4-02-	**Mean Time To Repair - Loop - 2Wire xDSL**									
MR-4-02-	**Mean Time To Repair - Loop - Line Share**									
MR-4-03-	Mean Time To Repair - CO - 2Wire Digital									
MR-4-03-	Mean Time To Repair - CO - 2Wire xDSL									
MR-4-03-	Mean Time To Repair - CO - Line Share									
MR-5-01-	% Repeat Reports w/in 30 Days - 2Wire Digital									
MR-5-01-	**% Repeat Reports w/in 30 Days - 2Wire xDSL**									
MR-5-01-	**% Repeat Reports w/in 30 Days - Line Share**									
	"NA" - no activity "UD" - under development						Totals	-98		

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Verizon Delaware

271 Backslide Report

INTERCONNECTION (TRUNKS)

OR	Ordering	CLEC	Obs.						Perf. Score	Wgt.	Wgtd. Score
OR-1-12-5020	% On Time Firm Order Confirmations										
OR-1-13-5020	% On Time Design Layout Record										
OR-2-12-5000	% On TimeTrunk ASR Reject										

PR	Provisioning	VZ	Observations VZ	CLEC	VZ Standard Deviation	Sampling Error	Stat. Score	
PR-4-01-5000	**% Missed Appointment - VZ - Total**							
PR-4-02-5000	Average Delay Days - Total							
PR-4-07-3540	**% On Time Performance - LNP only**							
PR-5-01-5000	% Missed Appointment - Facilities							
PR-5-02-5000	% Orders Held for Facilities > 15 Days							
PR-6-01-5000	% Installation Troubles w/in 30 Days							
MR	**Maintenance & Repair**							
MR-4-01-5000	**Mean Time to Repair - Total**							
MR-5-01-5000	% Repeat Reports w/in 30 Days							
NP	**Network Performance**							
NP-1-03-5000	**# of Final Trunk Groups Blocked 2 months**							
NP-1-04-5000	**# of Final Trunk Groups Blocked 3 months**							

Collocation

Perfromance Report for Critical Measure # 12

NP	Network Performance	CLEC	Obs.	Wgt.
NP-2-01-2000	**% OT Response to Request for Physical Collocation - New**			
NP-2-01-	**% OT Response to Request for Physical Collocation - Augment**			
NP-2-02-2000	**% OT Response to Request for Virtual Collocation - New**			
NP-2-02-	**% OT Response to Request for Virtual Collocation - Augment**			
NP-2-05-2000	**% On Time - Physical Location -New**			
NP-2-05-	**% On Time - Physical Location -Augment**			
NP-2-06-2000	**% On Time - Virtual Location - New**			
NP-2-06-	**% On Time - Virtual Location - Augment**			
NP-2-07-2000	**Average Delay Days - Physical - New**			
NP-2-07-	**Average Delay Days - Physical -Augment**			
NP-2-08-2000	**Average Delay Days - Virtual - New**			
NP-2-08-	**Average Delay Days - Virtual - Augment**			

"NA" - no activity   "UD" - under development

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.

Month	Verizon Delaware CRITICAL MEASURES	Resale %	Resale $	UNE %	UNE $	Trunks %	Trunks $	Collocation %	Collocation $	DSL %	DSL $	Total $
PRE-ORDERING												
1 metric	**OSS Interface**											
PO-1-01	Customer Service Record - EDI	X		X								
PO-1-01	Customer Service Record - CORBA	X		X								
PO-1-01	Customer Service Record - WEB GUI	X		X								
PO-1-06	Facility Availibility (Loop Qualification) - EDI									X		
PO-1-06	Facility Availibility (Loop Qualification) - WEB GUI									X		
PO-2-02	OSS Interface Availability - Prime - EDI	X		X								
PO-2-02	OSS Interface Availability - Prime - CORBA	X		X								
PO-2-02	OSS Interface Availability - Prime - WEB GUI	X		X								
ORDERING												
2	**% On Time Ordering Notification**											
OR-1-02	% On Time LSRC - Flow Through - POTS - 2hrs	X		X								
OR-1-04	% OT LSRC<10 Lines (Elec.-No Flow Through)-POTS	X		X								
OR-1-04	% On Time LSRC <10 Lines (E) -2Wire xDSL									X		
OR-1-04	% On Time LSRC <10 Lines (E) -DSL Line Share									X		
OR-1-06	% OT LSRC >=10 Lines (Electronic) - POTS	X		X								
OR-2-02	% On Time LSR Reject - Flow Through - POTS	X		X								
OR-2-04	% OT LSR Rej.<10 lines (Elec.-No Flow Through)-POTS	X		X								
OR-2-04	% OT LSRC Reject <10 Lines (E) -2Wire xDSL									X		
OR-2-04	% OT LSRC Rej. <10 Lines (E) -DSL Line Share									X		
OR-2-06	% On Time LSR Reject >= 10 Lines (Elec.) - POTS	X		X								
OR-4-09	% SOP to Bill Completion Sent w/in 3 Bus. Days	X		X								
PROVISIONING												
3	**% Completed**											
PR-3-03	% Comp. w/in 3 Days (1-5 lines) Tot.- Line Share									X		
PR-3-10	% Comp. w/in 6 Days (1-5 lines) Tot.- 2Wire xDSL									X		
4a PR-4-01	**% Missed Appointment - VZ - Total - EEL**											
4b	**% Missed Appointment**											
PR-4-01	% Missed Appointment - VZ - Total - Specials	X		X								
PR-4-01	% Missed Appointment - VZ - Total - Trunks					X						
PR-4-02	Average Delay Days - Total - 2Wire xDSL									X		
PR-4-02	Average Delay Days - Total - DSL Line Share									X		
PR-4-04	% Missed Appointment - VZ - Total - Dispatch - POTS	X										
PR-4-04	% Missed Appt. - VZ - Total - Dispatch - New Loops			X								
PR-4-04	% Missed Appointment- Dispatch - 2Wire xDSL									X		
PR-4-05	% Missed Appt. - VZ - Total - No Dispatch - POTS	X										
PR-4-05	% Missed Appt. - No Disp. - DSL Line Share									X		
5 PR-4-05	**% Missed Appt. - VZ - No Disp.- Platform**											
6	**Hot Cut Performance**											
PR-9-01	% OT - Hot Cut (adj. for missed appts. due to late LSRC)			X								
PR-6-02	% Troubles within 7 Days - Hot Cut			X								
7 PR-4-07	**% On Time Performance - UNE LNP**											
MAINTENANCE												
8	**Missed Repair Appts.**											
MR-3-01	% Missed Repair Appt. (Loop) - 2Wire xDSL									X		
MR-3-01	% Missed Repair Appt. (Loop) - DSL Line Share									X		
9	**Mean Time To Repair**											
MR-4-01	Mean Time To Repair - Specials	X		X								
MR-4-01	Mean Time To Repair - Trunks					X						
MR-4-02	Mean Time To Repair - Loop - 2Wire xDSL									X		
MR-4-02	Mean Time To Repair - Loop - Line Share									X		
MR-4-02	Mean Time To Repair - Loop Trouble	X		X								
MR-4-03	Mean Time To Repair - Central Office	X		X								
MR-4-08	% Out Of Service > 24 Hours - POTS	X		X								
10	**% Repeat Reports within 30 Days**											
MR-5-01	% Repeat Reports w/in 30 Days - POTS	X		X								
MR-5-01	% Repeat Reports w/in 30 Days - Specials	X		X								
MR-5-01	% Repeat Reports w/in 30 Days - Total - 2Wire xDSL									X		
MR-5-01	% Repeat Reports w/in 30 Days - Tot. - DSL Line Share									X		
NETWORK PERFORMANCE												
11	**Final Trunk Groups Blocked**											
NP-1-03	Blocked 2 months					X						
NP-1-04	Blocked 3 months					X						
12	**Collocation**											
NP-2-01/2	% On Time Response to Request for Collocation							X				
NP-2-05/6	% On Time - Collocation							X				
NP-2-07/8	Average Delay Days							X				
Total	# of full share measures in category											

Under the provisions of the Plan, -1 performance scores are subject to adjustment based on the next two month's performance.

ATTACHMENT K

CHANGE CONTROL ASSURANCE PLAN

VERIZON DELAWARE INC.

July 2, 2002

TABLE OF CONTENTS

APPENDIX I-A – Change Control Measures

I.   INTRODUCTION

To ensure that Verizon Delaware Inc. ("Verizon-DE"), will execute the Change Control process in an expeditious and non-discriminatory manner, Verizon-DE will undertake the actions set forth in this Change Control Assurance Plan (the "C.C.A.P.") commencing August 1, 2002; provided that, the monetary liability provisions of the C.C.A.P. will become effective on the earlier of either November 1, 2002, or the first day of the month following the month in which Verizon Delaware Inc. receives approval, under 47 U.S.C. § 271, from the Federal Communications Commission ("FCC") to provide interLATA services from Delaware.

A total of $1.50 million in bill credits will be at risk to CLECs if Verizon-DE provides unsatisfactory service for the four measures in this Plan.

II.   THE CHANGE CONTROL MEASURES AND BILL CREDITS

The following measures are included in this Plan:

1.   PO-4-01:   % Change Management Notices Sent on Time;

2.   PO-4-03:   Change Management Notice Delay 8 plus Days;

3.   PO-6-01:   % Software Validation; and

4.   PO-7-04:   Delay Hours - Failed/Rejected Test Transactions - No Workaround.

Attached hereto as Appendix A is a chart that provides the standards that will be applied to each of the above measures and the total amount of bill credits associated with each standard. If a performance measure is missed according to its standards, bill credits will be paid to all CLECs purchasing Unbundled Network Elements ("UNEs") or resold services. CLECs will receive bill credits on a prorated basis of the total credit determined using Appendix A based on their lines in service. This Plan will use the same mechanisms set forth in the Performance Assurance Plan for determining "lines in service." (*See* P.A.P. Section II (C)(2))

Under this Change Control Assurance Plan, Verizon-DE will retain the right to withdraw any proposed software release prior to the item being put into final production. If Verizon-DE exercises this right, it will not be deemed to have violated the requirements set forth in PO-4-01, PO-4-03, PO-6-01 or PO-7-04 and will not be subject to the payment of bill credits under those measures.

The initial amount of annual bill credits for all CLECs will be $600,000 under this Plan. If, however, the bill credits due to the CLECs under this Plan exceed $600,000 in any year,[1] an additional amount of $900,000 will be at risk from the bill credit amounts allocated to the Mode of Entry Categories in the Performance Assurance Plan. Thus, a total of $1.50 million will be available for bill credits for the Change Control measures. Bill credit payments for Change Control measures will be given priority over bill credits for the MOE categories.

The Commission will have the authority to reallocate the monthly distribution of bill credits between and among any provisions of the P.A.P. and the C.C.A.P. The Commission will give the Company 15 days notice prior to the beginning of the month in which the reallocation will occur. Any reallocation will be done pursuant to Commission order.

III.   MONTHLY REPORTS

Each month Verizon-DE will issue a report on its performance on the above measures to each CLEC providing service in Delaware.[2] The reports will be CLEC specific and will indicate the scores on the measures, the aggregate amount of bill credits, if any, that Verizon-DE must provide pursuant to the standards set forth in Appendix I-A, and the specific amount of bill

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[1] The "year" will be measured from the first day that the Delaware PAP becomes effective.

[2] Verizon-DE's performance on the other Change Control metrics will be reported in the monthly C2C reports.

credits that will appear on the individual CLEC's bill. All CLECs with multiple bill accounts must inform Verizon-DE as to which of their accounts should receive any bill credits for the Change Control measures.

IV.   REVIEWS, UPDATES AND AUDITS

Annual reviews and updates will occur under this Plan until the Commission determines otherwise. However, Verizon-DE and any other interested party, after consulting with Staff, may at any time recommend to the Commission modifications, additions, or deletions to the measures in this Plan or the bill credit allocations. Verizon DE, CLECs and any other interested parties will be given an opportunity to provide comments on any recommendations. In addition, Staff will have the right from time to time, on 60-days notice to Verizon-DE, to conduct an audit of data reported in the monthly reports.[3]

V.   EXCEPTION PROCESS

Verizon-DE will have the right to file a petition with the Commission seeking to have the standards contained in Appendix I-A waived or modified either for future or past periods. The Commission shall grant such a request if it determines that the application of one or more of the standards contained in Appendix I-A would not serve the public interest. The application of one or more parts of Appendix I-A would not serve the public interest if Verizon-DE could not, through any reasonable efforts, prevent results that do not satisfy the standards. Verizon-DE's petition must include all information that demonstrates how the measure was missed. It shall also include a recalculation of the measure with the challenged information excluded from the calculations. CLECs and other interested parties will be given an opportunity to respond to any

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[3] Unlike the most of the measures in the P.A.P., the recording of data for each of the measures in this Plan will be done manually.

Verizon-DE petition for an Exception. In the event the Commission rules in Verizon-DE's

favor, Verizon-DE will have the right to offset any paid bill credits against any future bill credits

that may come due for either the Change Control measures or Performance Assurance Plan

measures.

VI.   TERM OF PLAN FOR THE CHANGE CONTROL PROCESS

The Change Control Assurance Plan will have the same term as the Performance

Assurance Plan. It will remain in effect, as modified from time to time by the Commission, until

the Commission rescinds the Performance Assurance Plan or develops a replacement

mechanism.

VII.   FULLY INTEGRATED DOCUMENT

The terms and provisions of this Plan are submitted in their entirety to the Commission

for approval. This Plan represents a fully integrated statement of the commitments Verizon-DE

will undertake, including the payment of bill credits for unsatisfactory performance under the

measures. It is not offered to the Commission for approval on a piecemeal basis.

Change Control Performance Assurance Plan Measures

PO-4-01	**% Change Management Notices Sent on Time**			
	Performance Range (Notification and Confirmation for Types 3, 4 and 5 only)	≥ 95%	90 to 94.9%	< 90%
	Performance Credit	$0	$15,000	$30,000
PO-4-03	**Change Management Notice Delay 8 plus Days** (Notification and Confirmation for Type 1, 2, 3, 4 and 5)			
	Performance Credit	$1,500 per day		
PO-6-01	**% Software Validation** (See Note 1)			
	Performance Range	≤ 5%	5.1 to 10%	> 10%
	Performance Credit	$0	$6,000	$60,000
PO-7-04	**Delay Hours – Failed/Rejected Test Transactions – No Workaround** (See Note 2)			
	Performance Credit	$3,000 per day Per Release		

Note 1:   Measured against releases pursuant to Change Notice Types 3, 4 and 5.

Note 2:   PO-7-04 applies to failed Test Deck items executed by Verizon-DE in PO-6-01 and applies until all errors reported in PO-6-01 are fixed.

Metrics PO-4-03, PO-6-01 and PO-7-04 as set out in this Appendix will apply until these metrics are included in the "Delaware Carrier-to-Carrier Guidelines Performance Standards and Reports" ("Guidelines"). At such time one of these metrics is included the Guidelines, the metric as set out in the Guidelines will apply.

Function:		
PO-4 Timeliness of Change Management Notice		
Definition:		
This metric measures the percent of Change Management Notices and associated documentation availability sent before implementation according to prescribed timeliness standards within prescribed timeframes. Documentation is not considered available until all material changes are made.		
Exclusions:		
None.		
Performance Standard:		
Performance standards are set forth in the Change Management Processes and Procedures. VZ will comply with applicable Change Management Processes and Procedures. The performance standard for % Change Management Notices sent on time is 95% or greater and no delayed notices and documentation over eight (8) days. * Regulatory changes will vary based on application law/regulatory rules.		
Timeliness Standards:		
Change type	**Change Notification**: Interval between notification and implementation	**Change Confirmation**: Final Documentation Availability before implementation[4]
Type 5 – CLEC originated	≥ 73 days for business rules, ≥ 66 days for technical specifications)	>= 45 days

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[4] Type one (1) change confirmation is not applicable.

Type 4 – Verizon originated	≥ 73 days for business rules, ≥ 66 days for technical specifications)	>= 45 days
Type 3 – Industry Standard	≥ 73 days for business rules, ≥ 66 days for technical specifications)	>= 45 days
Type 2 – Regulatory	Time periods established in Regulatory Order. If no time periods set, default to above time period.	Time periods established in Regulatory Order. If no time periods set, default to above time period.
Type 1 – Emergency Maintenance	Notification before implementation	N/A
Products	Change Notification: • Type 1 – Emergency Maintenance • Type 2 - Regulatory • Type 3 – Industry Standard • Type 4 – VZ originated • Type 5 – CLEC originated	Change Confirmation • Type 2 – Regulatory • Type 3 – Industry Standard • Type 4 – VZ originated • Type 5 – CLEC originated

Sub-Metrics	
PO-4-03	**Change Management Notice – Delay eight (8) plus days**
Calculation	**Data Value**
	Cumulative delay days for all notices sent eight (8) or more days late.

Function:
PO-6 Software Validation

Definition:

This metric measures software validation. Verizon maintains a test deck of transactions that are used to validate that functionality in a software release works as designed. Each transaction in the test deck is assigned a weight factor, which is based on the weights that have been assigned to the metrics in any Performance Assurance Plan (PAP) that the Commission may adopt in relationship to Verizon Delaware's application to provide interLATA services in Delaware. Within the software validation metric, weight factors will be allocated among transaction types *(e.g., Pre-Order, Resale-Order, UNE-Order, Platform-Order)* and then equally distributed across specific transactions within type. The initial array of weights for the transaction types are displayed in Appendix O. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then equally re-distributed across specific transactions within type. The allocation of weight factors among transaction types may be adjusted as part of the annual review process.

Verizon will execute the test deck at the start of the Quality Assurance (QA) and at the completion of QA. Within one (1) business day, following a non-emergency software release to production as communicated through Change Management, Verizon will begin to execute the test deck in production using training mode. Upon completion of the test, Verizon will report the number of test deck transactions that were rejected or otherwise failed during execution of the test. Each failed transaction will be multiplied by the

transaction's weight factor.

A transaction is considered failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.

This software validation metric is defined as the ratio of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck.

Exclusions:		
None.		
Performance Standard:		
≤ 5 %		
Sub-Metrics		
PO-6-01	Software Validation	
Calculation	Numerator	Denominator
	Sum of weights of failed transactions.	Sum of weights of all transactions in the test deck.

Function:
PO-7 Software Problem Resolution Timeliness

Definition:
This metric measures Software Problem Resolution Timeliness. Each month, Verizon tracks the number of rejected Pre-Order and Order transactions reported to the Help Desk, those rejected transactions resulting from the test deck execution, and the time frame to resolve the problem. For the purposes of this metric, rejected transactions caused by Verizon code or documentation errors or omissions that result in Type 1 changes are production referrals.

Exclusions:
Pre-orders and Orders received after 6:00PM on Friday and before 9:00AM on Monday will be treated as though they were received at 9:00 AM Monday.

Performance Standard:
≥ 95% according to schedule below:
Problem Resolution Timeliness Standard measured from time the trouble was reported to the Help Desk (see Appendix O).

Change type	Timeliness standard:
Orders rejected, with no workaround	48 hours
Orders rejected, with workaround	10 days

Sub-Metrics	
PO-7-04	**Delay Hours - Failed/Rejected Test Deck Transactions – Transactions failed, no workaround** [5]
Calculation	**Data Value**

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[5] This performance measure addresses the resolution timeliness for failed or rejected test deck transactions that are executed in production using training mode.

	Number of cumulative delay hours (beyond the 48-hour standard) for software resolution changes associated with order rejects with no workaround for Test Deck Transactions.